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SECRETARY OF THE AIR FORCE**

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Civil Engineering

**GENERAL OFFICER QUARTERS
(GOQ) MANAGEMENT**

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This instruction supplements Department of Defense (DoD) Directive 5105.53, *Director of Administration and Management* and DoD Manual 4165.63, *DoD Housing Management*, and it implements Air Force Policy Directive (AFPD) 32-60, *Housing*. It provides guidance for establishing and operating government-owned/leased and privatized General Officer Quarters (GOQ) program, and **is used in conjunction with:** AFI 32-6001, *Family Housing Management*; AFI 32-6002, *Family Housing Programming, Design, and Construction*; AFI 32-6004, *Furnishings Management*; AFI 32-6005, *Unaccompanied Housing Management*; and AFI 32-6007, *Privatized Family Housing*. This instruction applies to all AF installations and does not apply to Air National Guard (ANG), or Air Force Reserve Command (AFRC) Installations. Federal and State law and the housing privatization project transaction documents (TDs) between the Air Force and Project Owner (PO) may override requirements of this AFI. Requirements set forth in this AFI are only binding on the PO to the extent such requirements are mandated by law or incorporated into the project TDs. Refer recommended changes to and questions about this AFI to the office of primary responsibility (OPR) on Air Force Form 847, *Recommendation for Change of Publication*.

Installations route AF Form 847 through the Major Command (MAJCOM) Deputy Chief of Staff (DCS) Logistics, Installations and Mission Support to Headquarters Air Force (HAF) DCS Logistics, Engineering and Force Protection, Directorate of Civil Engineers, Facilities Division (AF/A4CF). The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items. Ensure all

records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW AFI 33-364, *Records Disposition—Procedures and Responsibilities*, and the Air Force Records Disposition Schedule (RDS) located in the Air Force Records Information Management System (AFRIMS). If there is any conflict between statements in this AFI and the AFRIMS regarding retention of records, the AFRIMS applies. Any supplement to this instruction must be routed to the OPR for approval prior to publication.

SUMMARY OF CHANGES

This AFI has been completely revised and must be reviewed in its entirety. In general, this revision consolidates and updates government-owned/leased and privatized housing responsibilities and organizational elements IAW Civil Engineer (CE) Transformation (Chapter 1); establishes a GOQ Management Team and customer service standards, training and surveys (Chapter 2); moves privatized GOQ policy from AFI 32-6007, consolidating all GOQ policy and addressing new GOQ standards in Chapters 3 and 4; adds new mandatory use policy of Enterprise Military Housing (eMH) as DoD information technology management system for housing (**Chapter 3**, 4, 5 and 6); incorporates new OSD policy associated with the use of appropriated funds in privatized housing (Chapter 4); updates Special Command Position (SCP) approvals (**Attachment 2**) and updates furnishings authorizations (Chapter 5 and **Attachment 3**); incorporates policy and procedures for reporting Project Owner (PO) expenditures for privatized GOQs (Chapter 6 and **Attachment 4**).

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Chapter 1

PHILOSOPHY AND RESPONSIBILITIES

1.1. Philosophy. Air Force leadership is committed to providing senior leaders with excellent housing and support services at Air Force installations, worldwide, using government-owned/leased and privatized housing. Leadership at all levels is accountable for the success of the Air Force General Officer Quarters (GOQ) Program.

1.1.1. GOQs receive close scrutiny from both the private and public sector. As a result, GOQs are frequently a matter of special congressional interest.

1.1.2. The laws, rules, and congressional language concerning GOQs are complex. Those responsible for GOQ management at MAJCOMs and installations, particularly the Base Civil Engineer (BCE), Installation Housing Manager (herein, referred to as “Housing Manager”), and Privatized Housing Property Management Office (PMO) staff must understand and convey GOQ policies, standards and processes concisely to GOQ residents and base leadership, and consistently apply these fundamentals to managing GOQs. (T-0)

1.2. Responsibilities.

1.2.1. Office of the Secretary of Defense (OSD).

1.2.1.1. OSD, Director of Administration and Management (DA&M): Coordinates and oversees all matters relating to SCPs. This office designates new SCPs and cancels existing designations; maintains and publishes a list of approved SCPs; and notifies and solicits comments from the Secretary of the Military Department concerned before assigning responsibility for furnishing quarters and amenities to a new position not nominated by that Military Department (DoDD 5105.53, paragraph 4.15).

1.2.1.2. OSD Acquisition, Technology and Logistics (AT&L): Develops GOQ policy and oversight to include furnishings authorizations, tableware support and mandatory use of eMH as the DoD enterprise information technology system for the operations and inventory management of DoD housing (DOD 4165.63-M).

1.2.2. Office of the Chief of Staff of the Air Force (CSAF).

1.2.2.1. CSAF (AF/CC) requests OSD approval for new SCPs.

1.2.2.2. Vice Chief of Staff of the Air Force (VCSAF) is the approval authority for furnishings waivers and work on homes of four-star general officers (GO), the Air Force Assistant Vice Chief of Staff (AF/CVA) and the Chief Master Sergeant of the Air Force (CMSAF).

1.2.3. Assistant Secretary of the Air Force for Installations, Environment and Energy (SAF/IE).

1.2.3.1. Establishes and issues policies that translate the ideas, goals or principles contained in the Air Force mission, vision and strategic plans.

1.2.3.2. Develops Air Force policy for GOQ management.

1.2.4. Deputy Assistant Secretary of the Air Force, Environment, Safety and Infrastructure (SAF/IEE).

- 1.2.4.1. Provides oversight for government-owned/leased GOQ management.
- 1.2.4.2. Reviews and coordinates on GOQ policy to ensure consistency across the portfolio.
- 1.2.4.3. Approves, then forwards to Congress, out-of-cycle budget requests and after-the-fact notifications.
- 1.2.4.4. Approves lawn irrigation systems for government-owned/leased GOQs.

1.2.5. Deputy Assistant Secretary of the Air Force, Installations (SAF/IED).

- 1.2.5.1. Provides oversight for privatized GOQ management.
- 1.2.5.2. Reviews and coordinates on GOQ policy to ensure consistency across the portfolio.
- 1.2.5.3. Approves, then forwards to Congress, notifications where PO expenditures exceed \$50K.
- 1.2.5.4. Approves, in conjunction with SAF/FMB, the use of appropriated funds in privatized housing used for GOQs and CMSAF.
- 1.2.5.5. Resolves disputes in TD if necessary.

1.2.6. Deputy Chief of Staff (DCS), Logistics, Engineering & Force Protection (AF/A4). Authorizes government-provided grounds maintenance for GOQs occupied by a civilian GO- equivalent.

1.2.7. Deputy Chief of Staff, Logistics, Engineering & Force Protection, Director of Civil Engineers (AF/A4C).

- 1.2.7.1. Develops GOQ housing policy guidance and provides program guidance, oversight, and assistance to MAJCOMs and United States Air Force Academy (USAF).
- 1.2.7.2. Develops facility and customer service standards.
- 1.2.7.3. Establishes and advocates for the requirements; and provides required resources including manpower and other supporting programs for GOQ management.
- 1.2.7.4. Establishes appropriate education and training strategy for Air Force and privatized housing (PH) personnel.
- 1.2.7.5. Develops and maintains allowances for SCP and non-SCP furnishings, tableware, appliances and equipment.
- 1.2.7.6. Staffs requests to designate new SCPs to CSAF and OSD.
- 1.2.7.7. Approves waivers to the 3-year rule for new or recently improved government-owned units; delegated to AF/A4CF.
- 1.2.7.8. Staffs budget exhibits, out-of-cycle, and after-the-fact congressional notification packages.
- 1.2.7.9. Staffs SCP requests to increase quantity of tableware and amenities.

1.2.7.10. Develops business rules associated with mandatory use of eMH for housing management including GOQ management and cost reporting.

1.2.7.11. Staffs requests for the use of appropriated funds in privatized housing for GOQs and CMSAF.

1.2.8. **Installation Mission Support Center (IMSC).** For future use. This instruction will be substantially reviewed and updated as AFIMSC is fully mission capable.

1.2.9. **Air Force Civil Engineer Center (AFCEC) will:**

1.2.9.1. Support housing privatization (HP) efforts for project definition, acquisition, portfolio management and program operations support. **(T-1)**

1.2.9.2. Monitor project compliance and coordinates on resolution of TD disputes, as necessary. **(T-1)**

1.2.9.3. Recommend GOQ policy changes and process improvements to AF/A4CFH, and changes to training requirements to the Housing Education Review Committee (HERC). **(T-1)**

1.2.9.4. Provide oversight and direction to Privatized Housing PMOs for reporting requirements required by the 10 U.S.C. § 2884 and 10 U.S.C. § 2831. **(T-0)**

1.2.9.5. Coordinate requests for the use of appropriated funds in privatized housing for GOQs and CMSAF and forwards to MAJCOM for processing. **(T-1)**

1.2.10. **Major Commands (MAJCOM) and the United States Air Force Academy (USAF) will:**

1.2.10.1. Implement Air Force policies, programs and standards, and establish supplements to Air Force policies as required for managing GOQs. **(T-1)**

1.2.10.2. Develop requirements, prepare and manage budgets, and execute programs using appropriate planning and programming guidance. **(T-1)**

1.2.10.3. Provide oversight and positive control of base GOQ programs, expenditures, and management actions and perform installation staff assistance visits, as required. **(T-1)**

1.2.10.4. Ensure installation personnel responsible for GOQ management are adequately trained. **(T-1)**

1.2.10.5. MAJCOM Commanders (MAJCOM/CC) will:

1.2.10.5.1. Submit requests to establish new SCPs for GO positions in government-owned/leased and privatized housing within their purview.

1.2.10.5.2. Establish additional Command positions. Authority may not be delegated below the MAJCOM Civil Engineer.

Note: MAJCOM/CCs may not approve work on their own government-owned/leased homes or homes of GOs senior in rank. Forward these requests to the Air Force Vice Chief of Staff (AF/CV) for approval.

- 1.2.10.5.3. Approve waivers to the 1-year and 5-year furnishings cost limits.
- 1.2.10.5.4. Approve requests to increase or limit quantities of authorized furnishings in **Attachment 3, Table A3.1, Part A and C**.
- 1.2.10.5.5. Approve waivers to allow carpet and window treatment replacement prior to 7 years in government-owned/leased housing.
- 1.2.10.5.6. Approve waivers for non-SCP grounds maintenance in government-owned/leased housing.
- 1.2.10.6. **MAJCOM Vice Commanders (MAJCOM/CV):** Approve waivers for minor alteration work exceeding \$3,000 but not exceeding \$7,500 in government-owned/leased housing.
- 1.2.10.7. **MAJCOM Civil Engineers (MAJCOM/CE)** validate GOQ projects in government-owned/leased housing requiring MAJCOM approval to make sure the scope of work is consistent with the GOQ Master Plan Individual Facility Profile (IFP) and that items rated in good condition are not replaced prior to the end of their economic life.
- 1.2.10.8. Ensure installations use eMH for GOQ management.
- 1.2.10.9. Coordinate requests for the use of appropriated funds in privatized housing for GOQs and CMSAF. MAJCOM/CC approves all requests before forwarding to AF/A4C.
- 1.2.11. **Installation/Joint-Base Commanders.** (herein referred to as the “Commander” except where “Installation” is needed for clarity) will:
 - 1.2.11.1. Establish local policies to manage GOQs effectively. **(T-1)**
 - 1.2.11.2. Establish an installation GOQ Management Team comprised of points of contact (POC) from the installation Housing Management Office (HMO) and PMO and identify the team to installation agencies and GOQ residents. **(T-1)**
 - 1.2.11.3. Ensure BCE (or deputy), Housing Manager, Privatized Housing PMO staff, and GOQ Team members satisfactorily complete the Air Force-funded formal GOQ training courses. **(T-1)**
 - 1.2.11.4. Ensure base agencies involved in GOQ management use appropriate funding, and report GOQ expenses as required. **(T-0)**
 - 1.2.11.5. Determine positions and military necessity for K&E and command personnel to reside on the installation. **(T-0)**
 - 1.2.11.6. At Joint Bases, adhere to the GOQ management and operations policies and provision of services and resources, as defined in the Memorandum of Agreement (MOA) and Joint Base Implementation Guidance (JBIG). Any deviations from the MOA and JBIG must be submitted and approved through the Joint Management Oversight Structure (JMOS). **(T-0)**
 - 1.2.11.7. Staff request for use of appropriated funds in privatized housing for GOQs and CMSAF. **(T-0)**

1.2.12. Base Civil Engineers (BCE) will:

1.2.12.1. Implement GOQ policies and procedures IAW this instruction, AFI 32-6001, AFI 32-6002, AFI 32-6004, AFI 32-6005, AFI 32-6007 and other applicable local directives. **(T-0)**

1.2.12.2. Establish effective GOQ management procedures that provide daily control of GOQ expenditures and cost accounting for all limitations. **(T-0)**

1.2.12.3. Establish local GOQ standards for fixtures, finishes and upgrades. **(T-1)**

1.2.12.4. Review GOQ cost accounting information on AF Form 3826, *Quarterly Cost Report for General Officer Quarters*. AF Form 3826 includes government-owned/leased and privatized housing. **(T-0)**

1.2.12.5. Attend the Air Force-funded GOQ Training Course. Ensure GOQ Management Team members (government and privatized) and other appropriate personnel attend, including the deputy BCE, Housing Manager, and the primary or secondary GOQ Manager. **(T-1)**

1.2.13. Installation Management Flight—Housing Management Offices (HMO) (Housing Managers) will:

1.2.13.1. Collect, record, and certify GOQ costs, and prepare quarterly and annual GOQ Cost Reports (AF Form 3826). **(T-0)**

1.2.13.2. Serve as the base OPR for this instruction and implement installation policy and operating procedures for GOQs. **(T-1)**

1.2.13.3. Lead and manage the activities of the GOQ Management Team. **(T-1)**

1.2.13.4. Prepare plans, budget and advocate for GOQ facilities, requirements, M&R, furnishings projects, equipment, SCP tableware and other amenities. **(T-0)**

1.2.13.5. Maintain a training program to ensure appropriate education and training for GOQ Management Team on all aspects of GOQ management, with a strong emphasis on customer service. **(T-1)**

1.2.13.6. Use eMH for the daily management of GOQs to include long range plans, annual spend plans, and cost reporting. **(T-0)**

1.2.14. Privatized Housing Property Management Offices (PMO) herein referred to as the Privatized Housing PMO.

1.2.14.1. Participate in and support actions of the GOQ Management Team. -

1.2.14.2. Provide support and required expenditure data for development of quarterly GOQ cost reports.

1.2.14.3. Coordinate annual plan for privatized GOQs with the Housing Manager, and participate in resident reviews, as member of the GOQ Management Team **(Paragraph 4.2.1)**.

1.2.14.4. Attend and satisfactorily complete AF Force-provided formal FH and GOQ training courses when made available. **(T-1)**

1.2.15. GOQ Management Teams. (members from HMO and the Privatized Housing PMO) will:

1.2.15.1. Manage day-to-day operations of government-owned/leased and privatized GOQs. **(T-1)**

1.2.15.2. Closely interact with GOQ residents, and maintain liaison with and advise installation leadership regarding GOQ matters. **(T-1)**

1.2.15.3. Brief GOQ residents with timely and accurate information; advise residents on annual and long-range plans, programs, and management actions related to their home. **(T-1)**

1.2.15.4. Provide cost expenditures to each GOQ resident at least quarterly, using AF Form 3826. **(T-1)**

1.2.15.5. Provide each government-owned GOQ a GOQ Guide boxed set, consisting of the *GOQ Resident Handbook*, Volume I; *GOQ Standards for Programming, Design, and Construction*, Volume II; and the *GOQ Individual Facility Profile (IFP)*, Volume III; and provide extra copies of the boxed set to inbound GOs, as requested. **(T-1)**

1.2.15.6. Provide input to the GOQ budget, annual plan and long-range plan. **(T-0)**

1.2.15.7. Serve as installation focal point for all GOQ furnishings support. **(T-1)**

1.2.16. Furnishings Management Section (FMS) Managers will:

1.2.16.1. Serve as installation primary custodian for GOQ furnishings, includes SCP tableware and linen. **(T-1)**

1.2.16.2. Receive and issue, warehouse, repair, and turn in furnishings. **(T-1)**

1.2.16.3. Provide furnishings pickup and delivery services for GOQ residents in government-owned/leased and privatized housing. **(T-1)**

1.2.16.4. Account for furnishings provided for each GOQ on an AF Form 228, *Furnishings Custody, Receipt and Condition Report*. **(T-0)**

1.2.16.5. Identify and report suspected abuse of property. **(T-0)**

1.2.16.6. Use eMH to track furnishings associated with GOQs. **(T-0)**

1.2.17. Air Force Tableware Program and Amenities Representative (11 WG/LRS) will:

1.2.17.1. Manage the Air Force SCP Tableware Program. **(T-0)**

1.2.17.2. Maintain tableware inventory sufficient to meet SCP requirements. **(T-1)**

1.2.17.3. In coordination with the GOQ Management Team, ensures accountability for Air Force tableware, including on-hand inventory, issuances, replacement, and disposal. **(T-0)**

1.2.17.4. Identify budget requirements for the Air Force Tableware Program, through AFDW, to AF/A4CFH. **(T-0)**

1.2.17.5. Provide AF/A4CFH and installation housing managers an annual inventory with costs for all SCP residences. **(T-1)**

1.2.17.6. Coordinate waivers to exceed tableware and amenities allowances with AF/A4C. **(T-0)**

1.2.17.7. Use eMH in the daily management of SCP Tableware and Amenities Program. **(T-0)**

1.2.18. CE Resource Advisors will:

1.2.18.1. Support the Housing Manager with development and execution of GOQ budgets, plans and programs. **(T-0)**

1.2.18.2. Provide government monthly expenditures, including costs for management, services, furnishings, leasing, utilities, and M&R to the Housing Manager for inclusion in the GOQ quarterly cost report. **(T-0)**

1.2.19. General Officer Home (GOQ) Residents will:

1.2.19.1. Participate in the development and review of annual and long-range plans for their government-owned/leased or privatized GOQ to identify M&R and furnishings requirements **(Paragraph 4.1.4)**. **(T-2)**

1.2.19.2. For government-owned/leased GOQs, notify the GOQ Management Team promptly when the home requires repair, and make the unit available, as required. **(T-2)**

1.2.19.3. Review quarterly expenditures with the GOQ Management Team, and sign AF Form 3826 to acknowledge cost data. **(T-1)**

1.2.19.4. Receive and maintain accountability on AF Form 228 (resident copy) for government-provided furnishings, appliances, equipment and, if applicable, SCP tableware. **(T-1)**

1.2.19.5. If a self-help project was done, restore the residence to its original condition prior to clearing the GOQ. **(T-3)**

1.2.19.6. Maintain the grounds within the exclusive use of the residence. **(T-3)**

1.2.20. Enlisted Aides will:

1.2.20.1. Work closely with the GOQ Management Team on day-to-day support of GOQ operations to ensure M&R and furnishings requirements are identified. **(T-2)**

1.2.20.2. Identify and coordinate SCP tableware requirements with the GOQ Management Team. **(T-2)**

1.2.20.3. Maintain furnishings and SCP tableware accountability on AF Form 228 (resident copy) at the discretion of the GOQ resident. **(T-2)**

1.2.20.4. Represent the GOQ resident, as directed by the resident.

Chapter 2

MANAGEMENT, OPERATIONS AND CUSTOMER SERVICE

2.1. Concept. Air Force leadership is committed to providing outstanding support services to GOs while they reside in government-owned/leased and privatized housing at Air Force installations. As the executor of the Air Force GOQ Program, the Housing Management Teams should provide a level of customer service that enhances support for GO residents.

2.2. Policy. See AFI 32-6001 for general housing policy and additional information.

2.2.1. Joint Basing. At joint base operations, organizations providing housing support will ensure GOQs are managed IAW management and operations policies, and provision of services and resources, as defined in a Memorandum of Agreement (MOA) and installation implementation plans, and as agreed to by the supporting and supported Components. **(T-0)**

2.2.2. Accessibility. Ensure new or renovated GOQs are adaptable to accessibility standards of the Architectural Barriers Act (ABA) and Americans with Disability Act (ADA) for privatized properties.

2.2.3. Key and Essential (K&E), Command and Special Command Positions (SCP). The Commander establishes a K&E position only when there is a compelling need for a member to live on base. For example, incumbent is required to respond to continual operational requirements or emergencies and off-base residency would adversely impact the installation readiness, safety and security or health and welfare of the base population. The Commander will identify K&E positions in a supplement to AFI 32-6001. **(T-0)** Additional guidance on designating housing for K&E, SCP and Command positions is provided in AFI 32-6001, Paragraph. 2.20.

2.2.4. GOQ Retention. Under certain circumstances, described below, residents of GOQs may request retention of family housing.

2.2.4.1. Government Owned or Leased GOQ. When a member occupying a GOQ departs the installation on an Unaccompanied Dependent Restricted (UDR) tour, make every effort to adequately house the incoming family while ensuring as little disruption as possible to family of the departing member. The Commander may allow family members to retain the GOQ, with current furnishings and amenities, unless compelling circumstances require immediate occupancy by incoming GOs. If a move to another unit is necessary to support the family of the departing member, furnishings may not be provided as the GO no longer requires furnishings to support official entertainment responsibilities.

2.2.4.2. Privatized GOQ. When a member occupying a privatized GOQ departs the installation on a UDR tour, the privatized housing property manager, in coordination with the Commander, determines if the family members may retain housing. In these cases, the member is no longer considered a “target tenant” and quarters may be required to support incoming personnel. If a move to another unit is necessary to support the family of the departing member, furnishings may not be provided, as the GO no longer requires furnishings to support official entertainment responsibilities.

2.3. Housing Management Office (HMO).

2.3.1. Installation GOQ management is the responsibility of the HMO, aligned under the Installation Management Flight within the CE Squadron. It is important that GOQ management duties are performed by highly motivated and trained personnel dedicated to ensuring residents receive quality service.

2.3.2. At bases with government-owned/leased GOQs, HMOs earn manpower based on Air Force Manpower Standard (AFMS) 44EH. This manpower standard identifies duties that include, but are not limited to managing the HMO, budgeting for requirements, planning for facilities and furnishings projects, and providing education and training.

2.3.3. At bases with privatized GOQs, HMOs earn manpower based on Capabilities-Based Manpower Standard (CMS) 44EHOP. This manpower standard identifies required manpower for HMOs at installations with privatized housing. Duties include, but are not limited to, HP project oversight, GOQ oversight, budget and financial management, housing requirements identification, housing referral and relocation services, and other related housing services, such as GOQ cost reporting.

2.3.3.1. Manpower authorizations specifically earned to support oversight of the HP projects, including those identified for GOQs, are inherently governmental.

2.3.3.2. Identify these positions on the Unit Manning Document (UMD), REASON Code (RSC) E.

2.4. Privatized Housing Property Management Offices (Privatized Housing PMO).

2.4.1. Provide day-to-day management of privatized GOQs.

2.4.2. Serve as the first point of contact for privatized GOQ maintenance service calls.

2.4.3. Coordinate government-owned furnishings allowances and delivery with HMO.

2.4.4. Report Extraordinary Costs and Expenditures (EC&E) and other expenditure data for each GOQ for inclusion on AF Form 3826.

2.5. General Officer Quarters (GOQ) Management Team.

2.5.1. Structure.

2.5.1.1. The GOQ Management Team, established by the Commander via a Partnering Agreement, is comprised of POCs from the HMO (includes FMS), Privatized Housing PMO, and other installation agencies determined necessary to provide required services.

2.5.1.2. The Team is the installation focal point for all GOQ matters and interfaces with other installation agencies and GOQ residents.

2.5.2. Governance.

2.5.2.1. Housing Managers, in concert with team members, establish and formalize processes and procedures that:

2.5.2.1.1. Promote excellent service and encourage positive relationships among the HMO staff, GOs and their support staffs, and Privatized Housing PMO personnel.

2.5.2.1.2. Within existing policies and TDs, strive to satisfy resident expectations using all available resources.

2.5.2.1.3. Require the Team to engage the Commander and HP ownership, as necessary, to provide resolution for GO requirements that cannot otherwise be met.

2.5.2.1.4. Increase Team awareness of:

2.5.2.1.4.1. Appropriate use of military rank.

2.5.2.1.4.2. Compliance with time-honored military traditions, customs, and courtesies.

2.5.2.1.4.3. Necessity for complete, accurate and reliable information, and verification of understanding through feedback from surveys and discussions with resident.

2.5.2.1.4.4. Obligation for professionalism, integrity, courtesy, cooperation, and respect.

2.5.2.1.4.5. Importance of appropriate empathy and compassion based on customer needs.

2.5.2.1.4.6. Urgency of promptly responding to and following up on all requests.

2.5.2.1.4.7. Significance of documenting housing records with comprehensive customer service actions.

2.5.2.1.4.8. Value of leaving customers with a positive impression of the HMO, Privatized Housing PMO and the GOQ Management Team.

2.5.3. Education and Training.

2.5.3.1. The Commander ensures GOQ Team members receive sufficient AF-sponsored and -funded formal training to be proficient in all aspects of GOQ management. Refresher training is recommended every 2-3 years, or as policy and processes significantly change.

2.5.3.2. Installation leadership should enable Team members to take advantage of other opportunities that revitalize their customer service skills. **(T-3)**

2.6. Daily Operations and Customer Support. Under the leadership of the Housing Manager, the GOQ Management Team support functions, which include, but are not limited to, the following four interconnected phases: **(T-1)**

2.6.1. **Before Arrival.** Contact incoming resident or designated representative. Send a welcome package, including housing application, and comprehensive information about the projected GOQ, installation, and the local community. If requested, arrange a pre-Permanent Change of Station (PCS) visit in the home with arriving and departing residents.

2.6.2. **Arrival.** Schedule a walkthrough of the assigned GOQ to conduct the initial inspection. Provide a GOQ Resident Guide to GOQ residents upon assignment. Brief residents on Privatized Housing PMO, HMO and resident responsibilities, identify POCs and contact information for maintenance, furnishings, and other housing and installation requirements. Explain appliance and equipment operation, as needed, and ensure furnishings requirements are in place or on order. Provide other information unique to the installation and community.

2.6.3. **Residency.** Meet with GOQ residents as needed to ensure a coordinated annual and long-range housing plan, service requirements are being met, and to provide information about scheduled or unscheduled work and services. At the appropriate time, inquire about pending PCS orders. Contact the gaining HMO and coordinate assistance with housing application and information about the gaining installation and community.

2.6.4. **Departure.** Conduct pre-termination inspection to explain cleaning standards and request feedback to identify scope of maintenance and repair (M&R). Follow up to make sure resident has information about the gaining HMO and installation. Conduct final inspections to ensure cleaning meets standards and that requirements for change of occupancy are complete. FMS accompanies inspector on final inspection to inspect furnishings for damages, and to remove or replace furnishings, as needed.

2.7. Measuring Customer Service:

2.7.1. The HMO will establish a customer feedback tool to assess GOQ Management Team service and determine need for process changes. (T-2) The HMO is responsible to develop the feedback tool with:

- 2.7.1.1. Clearly defined objectives.
- 2.7.1.2. Most important question asked first.
- 2.7.1.3. Short, clear questions
- 2.7.1.4. Stand-alone questions.

2.7.2. As a minimum ensure the survey tool includes the elements in [Table 2.1](#), Template for GOQ Management Team Survey. The HMO may expand or customize the survey to meet installation requirements and scope of GOQ service. Provide survey form to customer with each service request.

Table 2.1. Template for GOQ Management Team Survey.

AIR FORCE GENERAL OFFICER QUARTERS (GOQ) MANAGEMENT TEAM	
HELP KEEP OUR SERVICE GREAT!	HOW DID WE DO? On a scale of 1 - 5, (5 is best)
1. How effectively did our Team meet your expectations?	12345
2. Was our service timely, cooperative and respectful?	12345
3. Were your questions answered clearly and promptly?	12345
4. How was our professionalism and military decorum?	12345
5. Rate the overall effectiveness of the Team.	12345
Comments / Suggestions:	

Chapter 3

GOVERNMENT-OWNED/LEASED GENERAL OFFICER QUARTERS (GOQ)

3.1. Concept. The Air Force maintains GOQs in a state of excellence commensurate with their purpose and historical significance and the need to protect the significant Air Force investment. Quality GOQs are critical to enabling senior Air Force leadership to perform their missions and provide adequate and appropriate settings for official entertainment. GOQs receive close scrutiny from both the private and public sector. As a result, GOQs are frequently a matter of special congressional interest.

3.1.1. The key to maintaining GOQs is appropriately identifying facility work requirements, and participation by residents in this process is vital. The BCE must develop a plan for each GOQ that includes day-to-day requirements while considering future capital investments necessary to sustain the quality of the dwelling. **(T-1)** Specific details for long-range requirements are in the GOQ IFP. For major maintenance, repair, and investment decisions, use the Air Force GOQ Master Plan and the Air Force Family Housing Master Plan (FHMP). The BCE is required to ensure all work is consistent with *Air Force GOQ Standards for Programming, Design and Construction* **(Paragraph 3.2.1.2)** as supplemented by MAJCOM - approved installation standards. **(T-0)**

3.1.2. By statute, military family housing (MFH) funds are the exclusive source of funds for all operations and maintenance (O&M) of government-owned/leased units, including those temporarily diverted as unaccompanied housing.

3.1.3. Unaccompanied members residing in government-owned/leased GOQs are authorized furnishings support IAW AFI 32-6004.

3.2. Planning. The BCE must ensure a long range plan is prepared for each government-owned GOQ, using the GOQ IFP along with the base FHMP. **(T-0)** Comprehensive planning can prevent un-programmed—often costly—services and maintenance. GOQ long-range plans should reflect the total scope of work and improvements to renovate the GOQ to standards. Do not suppress costs, but make sure budget estimates accurately reflect anticipated expenditures. GOQ work may cost more than other FH units because of age, historic designation, design, size of typical units, and the complexity of the work. The BCE ensures all work is consistent with the GOQ Master Plan and IFP.

3.2.1. General Officer Quarters Guide. In addition to the GOQ Master Plan, the Air Force has developed a GOQ Guide. The GOQ Guide is contained in a boxed set of three volumes:

3.2.1.1. **Volume I, GOQ Resident Handbook.** The handbook provides GOs, their spouses, and executive staffs with the rules, standards, and expectations concerning GOQs. The handbook also incorporates guidelines and limitations associated with overall GOQ program management, work requirements, furnishings authorizations, cost reporting, and standards.

3.2.1.2. **Volume II, GOQ Standards for Programming, Design, and Construction:**

3.2.1.2.1. Volume II, supplements housing facility standards in the *Air Force Family Housing Guide for Planning, Programming, Design and Construction*, and is available from AFCEC (<http://www.wbdg.org/ccb/AF/AFDG/familyhousing.pdf>). Volume II also provides standardized residential criteria for all GOQs, balances quality of life with cost, establishes architectural elements and building features comparable with regional and local housing standards, and minimizes recurring maintenance.

3.2.1.2.2. Installations with GOQs may supplement Volume II with local installation standards compatible with Air Force parameters, considering climatic conditions, architectural styles, local construction practices, MAJCOM policies, applicable laws, and regulations.

3.2.1.3. **Volume III, GOQ Individual Facility Profile (IFP).** The IFP for each government-owned GOQ includes facility data, such as the age and condition of the GOQ, improvements, major and minor M&R requirements, and cost estimates for work accomplished using the O&M program or as a one-time, more cost-efficient, whole-house improvement project. Each IFP identifies an interim O&M plan, and a long-range whole-house investment plan.

3.2.1.3.1. IFP cost estimates are categorized based on M&R codes, indicating the relative urgency of repair. Codes 1-3 prioritize work items by distinguishing among repairs required immediately to address life-safety issues, components that fail prior to the whole-house project and those which should wait until the whole-house project is executed.

3.2.1.3.2. Whole-house estimates combine all required maintenance, repairs, and investments into one project to completely revitalize a GOQ to last another 25 years. Whole-house projects represent the most cost-effective housing revitalization approach for the Air Force to meet current standards. These projects are congressionally approved and are typically accomplished using Military Family Housing Post Acquisition (Improvement) funds (P-713).

3.2.2. **Air Force General Officer Quarters (GOQ) Master Plan.** To ensure MAJCOMs and bases appropriately plan, program, and budget for GOQ requirements, the Air Force developed a GOQ Master Plan. The plan captures facility data, identifies improvements, major and minor M&R requirements, and provides recommendations and cost estimates for each GOQ based on a whole-house perspective. The GOQ Master Plan contains an IFP for each GOQ. The IFP is updated and incorporated into the Housing Community Profile (HCP) every 4 years, as the HCP is updated. The HCP, including the IFP, identifies requirements for all FH and is incorporated into the FHMP for funding priority and allocation. Schedule whole-house projects for all FH IAW overall Air Force priorities for investment funding based on condition as determined by the Air Force FHMP.

3.2.2.1. **GOQ Long-Range Plan.**

3.2.2.1.1. Using eMH's General Flag Officer Module (GFOM), HMO must prepare an annual long-range plan to budget GOQ costs, including operations, M&R, and improvement work requirements. **(T-0)** M&R and improvement requirements are

identified in the IFP. The plan covers a 5-year period (the current year plus the following 4 years). The plan provides detailed costs of management, services, furnishings, change of occupancy, minor/routine M&R, major M&R, ground maintenance, minor alteration, and improvement costs for each year. The plan also identifies the need to request additional authority when the total OMR/M&R costs for a fiscal year (FY) exceeds \$35,000 (**Table 3.1**).

3.2.2.1.2. When planning a whole-house renovation project, limit M&R work to correct a life, health, or safety issue, or to repair a failed component that cannot wait for a whole-house project.

3.2.2.2. Spend Plan.

3.2.2.2.1. Using eMH's GFOM, the HMO, in collaboration with the GO Management Team and the BCE, must prepare a spend plan that identifies programmed and recurring work and services required during the coming FY. **(T-0)** Inputs should include requirements provided by residents, current inspections, HCP and approved project work (O&M or improvement) from the GOQ IFP. Use priorities identified in the IFP to determine O&M work requirements. Adjust the plan as new requirements develop, and include change of occupancy maintenance (COM) work when a change of resident is anticipated. Use the spend plan for each unit to schedule work throughout the year and closely monitor cost limits. (**Table 3.1**)

3.2.2.2.2. BCE must document justification for accomplishing work requirements that cannot wait for a whole-house project. If there are compelling or unforeseen reasons that cause GOQ IFP component rated good or excellent to fail or be in a worsened condition, BCEs must document the circumstances with a life-cycle analysis and photos or other evidence supporting early replacement or repair decisions. **(T-1)** The intent is not to preclude M&R of GOQs but to make sure fully functional components or systems are not replaced until they are near the end of their economic life, or it makes good economic sense when included as part of a larger revitalization project.

3.3. Programming. The Installation Civil Engineering uses the installation FHMP and GOQ IFPs to identify requirements for FH investment or major M&R projects. Follow programming instructions in AFI 32-6002. Consider all statutory limits and Air Force GOQ policies, and ***do not exceed these limits under any circumstances without prior congressional approval through the budget submission process or an out-of-cycle exceed-threshold request.*** Bases may not perform major M&R, minor alteration, replacement, improvement, or minor improvement to a new (P-711) or improved (P-713; whole-house) unit within 3 years after the first resident moves in (beneficial occupancy) following project completion without prior approval (exception noted in **Paragraph 3.3.1.7**). The BCE must ensure the following: **(T-0)**

3.3.1. **Improvements (P-713).** Program improvement (investment) projects to whole-house and whole-neighborhood criteria as defined in AFI 32-6002 and GOQ standards. The programmed scope in DD Form 1391, *Military Construction Project Data*, complies with approved scope and functional changes in the GOQ IFP. Major improvement projects are accomplished with improvement funds (P-713) and should revitalize the unit to last another 25 years. This is the Air Force preferred method to upgrade the housing inventory.

3.3.1.1. Congress sets the statutory unit cost limit for housing improvements and concurrent major M&R and minor alteration work. The current statutory limit for improvement projects is \$50,000 times the area cost factor (ACF) or \$60,000 times the ACF to make the unit habitable by a handicapped person. ACF is not applied in foreign locations. SAF/IEE may waive the limits if it is determined that, considering the useful life of the unit to be improved and the useful life of a newly constructed unit and the cost of construction and of operation and maintenance of each kind of unit over its useful life, the improvement will be cost-effective. The limit excludes costs for installation and maintenance or repair of communications, security, and antiterrorism/force protection (AT/FP) equipment required by the resident in the performance of assigned duties. If the cost of a proposed improvement project is expected to exceed the statutory limit, the Air Force must include the project in the annual President's Budget for congressional approval.

3.3.1.2. The project may be executed at the higher cost only if prior authority is obtained in the military construction authorization bill. The new limit resulting from this bill becomes the new statutory limit for the specific GOQ for the specific FY of project execution.

3.3.1.3. DD Form 1391 provides additional justification needed for congressional approval of all projects exceeding \$50,000. Ensure this data provides strong justification and is consistent with the GOQ IFP. The MAJCOM/CE validates the work is consistent with the GOQ IFP by signing the DD Form 1391. The BCE provides information to the base Financial Services Office, for preparation of the Economic Analysis (EA) (AFI 65-501, *Economic Analysis*).

3.3.1.4. An EA is mandatory for all projects. If the EA determines the estimated improvement costs exceed 70 percent of the replacement cost, a replacement construction project is programmed unless the GOQ is eligible for or listed on the *National Register of Historic Places*.

Note: The Commander may request removal of historic properties from the National Register following procedures in 36 Code of Federal Regulations (CFR) 60.15(a)(1)-(4).

3.3.1.5. The most expensive unit (costs include contingency and supervision, inspection and overhead) in an improvement project becomes the high-cost unit. When there is a requirement to exceed the most expensive unit cost for a GOQ, AF/A4C approval is required. SAF/IEE approval is required to exceed the cost by more than 25 percent. MAJCOM/CE signs and submits the request to exceed the limit to AF/A4C.

3.3.1.6. The DD Form 1391 for a GOQ improvement project (P-713) also includes projected major M&R and minor alteration requirements. In the FY the improvement project's funds are obligated, the major M&R and minor alteration work is limited only to what is identified in the DD Form 1391. The only additional O&M funded (P-722) work authorized in the year funds are obligated is minor M&R and COM. In the following years, the \$35,000 limit applies to all OMR/M&R costs. Only minor maintenance and COM work is allowed for 3 years following occupancy except for extremely urgent and compelling repairs, typically relating to health or life-safety.

3.3.1.7. Do not undertake a replacement, improvement, minor improvement, major M&R, or minor alteration project on a new unit or on a unit that has been improved for 3 years following beneficial occupancy. The 3-year limit does not apply when a project addresses health, safety, or life-threatening conditions, if the project falls under the auspices of a larger program, such as a general energy efficiency upgrade program, or if work must be accomplished to prevent further damage to the dwelling following a natural disaster or other emergency. In all cases, MAJCOMs must request approval from AF/A4CF prior to accomplishing the work by submitting a copy of DD Form 1391 with full justification for not meeting the 3-year limit. See **Paragraph 3.3.4** for self-help project approval.

3.3.2. **Operations and Maintenance (O&M) (P-72X).** There are two statutory limitations (10 U.S.C. § 2831 and annually recurring provisions in the Military Construction Appropriation Acts) that limit the annual expenditure of certain types of FH O&M funds on a GOQ. These limits are discussed in **Table 3.1**

Table 3.1. Maintenance and Repair (M&R) and Operations, Maintenance and Repair (OMR) Annual Statutory Expenditure Limits for Government-Owned/Leased GOQs.

MAINTENANCE AND REPAIR (M&R) THRESHOLD
<ul style="list-style-type: none"> •Military Construction Appropriation Acts annually place a ceiling of \$35,000 on all M&R expenditures per GOQ per FY. •GOQ expenditures that count against the M&R annual limit include change of occupancy, minor/routine M&R, major M&R, grounds maintenance and minor alteration. •Recurring provision in the appropriations act allows for after-the-fact notification based on unforeseen environmental remediation.
OPERATIONS, MAINTENANCE AND REPAIR (OMR) THRESHOLD
<ul style="list-style-type: none"> •10 U.S.C. § 2831 placed a ceiling of \$35,000 on all OMR expenditures per GOQ per FY. •GOQ expenditures counted against the OMR annual limit include management (721.1), services (721.2), furnishings (721.4) and M&R (722). •M&R expenditures include change of occupancy, minor/routine M&R, major M&R, grounds maintenance, and minor alterations. •10 U.S.C. § 2831 allows for after-the-fact notification based on unforeseen environmental remediation, or safety and security as defined below. •10 U.S.C. § 2831 also allows restoration costs for a GOQ historical features to be exempted from counting against the annual OMR limit. However, these costs may not be waived from counting against the annual M&R limit.

3.3.2.1. Funding is based on the validated requirements contained in the installation FHMP and GOQ IFPs. The Air Force does not budget for, nor expect each resident to spend \$35,000 per year. Address significant needs in all categories of FH, including GOQs, keeping in mind limited housing O&M budgets.

3.3.2.2. Do not exceed the M&R or OMR thresholds without prior notification to Congress or approval to notify Congress after-the-fact. An after-the-fact notification may only be accomplished when the requirement arose after the President's Budget was submitted. Approval to notify the Congress after-the-fact must be based on unforeseen

environmental remediation (M&R or OMR threshold) or resident safety and security (OMR threshold only), as defined below.

3.3.2.2.1. Exception for Environmental Remediation. The Military Construction Appropriation Acts and 10 U.S.C. § 2831 allow after-the-fact notification to Congress if the GOQ annual M&R or OMR threshold (\$35,000 or as-notified) is exceeded solely due to the cost of unforeseen environmental remediation costs resulting from an on-going M&R action. Limit work executed under this exemption to that work required to ensure resident safety and health from environmental conditions.

3.3.2.2.1.1. The MAJCOM/CE is the approval authority to exceed the annual M&R or OMR limit (\$35,000 or as notified).

3.3.2.2.1.2. MAJCOMs notify AF/A4CF within 15 days of approval to exceed the annual M&R or OMR limit due to unforeseen environmental hazard remediation. The notification package includes a copy of the approval memo plus a DD Form 1391 (with backup detailed cost estimates) documenting revised project costs including the planned remediation plan, start date of the original M&R project (prior to discovery of the remediation work), and a summary of current and projected end-of-the-year OMR costs for the GOQ. If approved, MAJCOM/CE provides a copy of the approval memo to the installation.

3.3.2.2.1.3. File a copy of the after-the-fact notification approval memo in the GOQ project folder and the GOQ cost report files.

3.3.2.2.1.4. Submit a copy of the after-the-fact notification approval memo to AF/A4CF with the annual cost report for the GOQ.

3.3.2.2.1.5. SAF/IEE notifies Congress after the fact, as required.

3.3.2.2.2. Exception for Safety and Security. Provided the GOQ M&R threshold is not also exceeded, 10 U.S.C. § 2831 allows after-the-fact notification to Congress if the annual GOQ OMR limit (\$35,000 or as notified) is exceeded to protect resident safety and security or because of a combination of environmental remediation and safety and security costs. Since the recurring Military Construction Appropriation Act does not allow for this exception, this authority may not be used to notify Congress after-the-fact of exceeding the M&R limit (\$35,000 or as notified). This exception is provided to allow the Services to respond in a timely manner to correct imminent, documented threats to GOQ resident safety or security. Appropriate documentation of the requirement and its urgency should include Antiterrorism/Force Protection (AT/FP) or threat assessments, Joint Service Integrated Vulnerability Assessment (JSIVA) reports, Risk Assessment Codes (RAC), and/or safety evaluation reports.

3.3.2.2.2.1. The MAJCOM/CE is the approval authority to exceed the \$35,000 OMR limit due to resident safety and security issues. Notice that this authority cannot be used to exceed the \$35K M&R limit. Obtain approval prior to starting any work that causes the GOQ annual OMR costs to exceed the annual limit. The MAJCOM provides a copy of the approval memo to the installation.

3.3.2.2.2.2. The MAJCOM notifies AF/A4C within 15 days of MAJCOM/CE approval to exceed the \$35,000 OMR limit for resident safety or security. A

complete notification package includes a copy of the exception approval memo, detailed documentation of the safety or security issue (e.g. safety reports, threat evaluations, JSIVA report), a DD Form 1391 (with backup detailed cost estimates), and a summary of current and projected end-of-the-year OMR costs for the GOQ.

3.3.2.2.2.3. File a copy of the after-the-fact notification approval memo in the GOQ project folder and the OMR cost files.

3.3.2.2.2.4. Submit a copy of the after-the-fact notification approval memo with the annual GOQ cost report.

3.3.2.2.2.5. SAF/IEE notifies Congress after the fact as required.

3.3.2.3. **GOQ 5-Foot Rule.** M&R (P-722) costs to service GOQs for utility systems such as water, electricity, gas, wastewater, communications and alarm systems, and associated M&R may extend only to the 5-foot line of the GOQ footprint. This charge does not apply to the alarm system itself, but only to the communications connections going to the central system.

3.3.2.4. **Communications, Security and AT/FP Requirements/Funding.** M&R costs for security, AT/FP and communications (excluding removable communication equipment) required by the GOQ resident to perform his or her mission, are charged to the annual \$35,000 limit, except when funded by authorized improvement project (P-713 funds).

3.3.2.4.1. MFH funds pay for permanently installed communications requirements, such as fiber optic cables. Communications equipment that is readily removable and mission- required is funded with non-MFH funds. See [Attachment 1](#) for the definition of readily removable communications equipment.

3.3.2.4.2. MFH funds pay for permanently installed security and AT/FP system components such as wiring/fiber optics. Readily removable security and AT/FP equipment is funded with non-MFH funds.

3.3.3. **Minor Alterations (P-722).**

3.3.3.1. Minor alteration is construction or improvement (new) work typically performed in support of an M&R project and funded with MFH M&R funds (P-722). However, some circumstances may warrant use of minor alteration without repair. Minor alteration work installs or constructs systems, or features that do not currently exist or changes systems, features or spaces that already exist. This authority should be used for interior and exterior work consistent with the Air Force GOQ IFP and GOQ standards. Do not use this authority to increase the size of any unit or increase the number of rooms in any unit.

3.3.3.2. Replacement of functioning or serviceable material, system, or component systems prior to the end of their useful life is classified as minor alteration. Replacement of failed or unserviceable materials, systems, or components with contemporary standard components or materials, consistent with local GOQ standards, is not minor alteration if justified by a life-cycle analysis. Replacement of failed or unserviceable material, system, or component, with an upgraded material, component or system that exceeds

contemporary standards or local GOQ standards is always classified as minor alteration. Examples include, but are not limited to:

- 3.3.3.2.1. Installing new planting areas or borders (not currently installed).
- 3.3.3.2.2. Replacing carpet with wood flooring or tile (even if the carpet is due for replacement).
- 3.3.3.2.3. Replacing laminate countertop with an upgraded surface.
- 3.3.3.2.4. Installing new outlets and/or lighting (not currently installed).
- 3.3.3.2.5. Replacing window air conditioning unit with ducted system.
- 3.3.3.2.6. Installing gravel/rocks in place of grass.
- 3.3.3.2.7. Installing water-softener to the plumbing system.

3.3.3.3. MAJCOMs may delegate authority for minor alterations costing up to \$3,000 per GOQ unit per year to the BCE. Minor alteration work exceeding \$3,000 and up to but not exceeding \$7,500 annually require approval by the MAJCOM/CV. Cumulative annual costs exceeding \$7,500 require approval by SAF/IEE. Do not use this authority to:

- 3.3.3.3.1. Increase the size (living area or net square footage) of the unit.
- 3.3.3.3.2. Increase the number of rooms in the unit.
- 3.3.3.3.3. Perform improvement or alteration to uninhabitable space in attics or basements.

3.3.3.4. No GO may approve a waiver to the minor alteration limit for work on their GOQ, nor for the GOQ of an officer senior in rank. For MAJCOM CCs, the USAFA Superintendent, single- installation MAJCOMs or other O-10s, the approval authority is AF/CV. Forward requests through the MAJCOM to AF/A4CF for processing to AF/CV for approval.

3.3.3.5. Charge costs for GOQ minor alterations work to the annual GOQ M&R and OMR limits.

3.3.3.6. Installation of AT/FP requirements is excluded from minor alteration limits. Identify requirements subject to this exclusion through a JSIVA or MAJCOM, Service, or installation vulnerability assessment. The work requires Commander approval before beginning installation. Keep documentation of the assessment and approval on file with the project approval documentation. Although the AT/FP requirement is not charged against the minor alteration limit, the HMO must include this cost on the AF Form 3826 cost report as minor alteration and as a result, charged against the annual M&R and OMR limits. **(T-1)**

3.3.4. **Self-Help Work.** The Air Force strongly supports self-help projects that are consistent with codes, standards, safety, and functionality. Residents request BCE approval before beginning self- help projects. If the BCE approves a project with the condition that the GOQ is returned to the original configuration, the resident is responsible to restore the GOQ to its original condition before clearing the GOQ. Charge government-provided materials for self-help work against the \$35,000 OMR and M&R limits.

3.3.4.1. For self-help projects, AF/A4CF considers waivers to the 3-year rule explained in **Paragraph 3.3.1.7**, if the waiver does not exceed \$2,500 and meets the following criteria:

3.3.4.1.1. Simple, minor projects (e.g., installing ceiling fans, fences, and flower beds).

3.3.4.1.2. Does not involve large complicated projects, such as renovating kitchens or bathrooms.

3.3.4.1.3. Does not violate approval levels, Air Force size standards, improvement cost limits, or GOQ limits.

3.3.5. Exceeding OMR and M&R Limits.

3.3.5.1. **In-Budget Cycle.** GOQ limits may be exceeded only after appropriate approval and, if needed, notification to Congress. Typically, notification is accomplished through submission of the Air Force budget. MAJCOMs accomplish this in their response to AF/A4CF call letter issued as part of the Budget Estimate Submission (BES) preparation.

3.3.5.1.1. Submit DD Form 1391 validated by the MAJCOM/CE, as justification for all GOQ exceed-threshold projects.

3.3.5.1.2. Ensure projects are consistent with the GOQ IFP.

3.3.5.1.3. When requesting an exceed-threshold, the MAJCOM must ensure the total amount requested is equal to the sum of annual projected costs for management, services, furnishings, and M&R (major and minor M&R, minor alteration, grounds maintenance, and COM). When approved by Congress, the total becomes the OMR limit for the GOQ for that Budget Year (BY) and the M&R request becomes the M&R limit for that BY.

3.3.5.1.4. Make every effort to award major M&R projects (P-722) in the exceed threshold request in the BY. MAJCOMs are responsible to work with the base to ensure timely awards. Only as a last resort may these projects be executed in the year following the BY under the limits reported to Congress. Only use current year (year of award) funds to award the projects.

3.3.5.1.4.1. MAJCOM/CEs must notify AF/A4C prior to 1 September of the BY of GOQ exceed threshold projects not awarded in the BY.

3.3.5.1.4.2. If an exceed threshold GOQ project is deferred to the year following the BY (BY+1), the M&R and OMR limit for the BY are reduced to the GOQ statutory OMR limit (\$35,000). The M&R and OMR limit for the BY+1 is the approved exceed threshold amount (includes the cost of the project work and all M&R).

3.3.5.1.4.3. Retain a memo for record in the project file to document the carryover of the budget authority. Annotate AF Form 3826 to reflect carryover of this authority.

3.3.5.2. Out-of-Budget Cycle.

3.3.5.2.1. An out-of-cycle budget submission may be made only when there is an extremely urgent situation, typically relating to risks to health, life or safety. Installation Commander must submit out-of-cycle requests for proposed work so urgent and compelling it cannot wait for the next annual budget submission; it could not reasonably have been foreseen at the time of budget submission; cost of the work causes the GOQ to exceed the \$35,000 OMR limit and possibly the M&R limit; and work does not constitute an alteration, addition, or improvement. (T-0)

3.3.5.2.2. Out-of-cycle requests to exceed the \$35,000 limit (or other limits) receive scrutiny by numerous Air Staff and Air Force Secretariat officials. After-the-fact notifications are not allowed except as described in [Paragraph 3.3.2.2](#). SAF/IEE reviews and approves all out-of-cycle notifications. Approved requests are then submitted to Congress for notification. Congress has 30 days to act on the notification to exceed the M&R limit. Time periods for notification to exceed the OMR limit, only, may be shorter. Submissions should include:

3.3.5.2.2.1. Strong justification for why work needs to be done out of cycle, including reasons the requirement was not included in the budget submission, urgency, and impact of the delay.

3.3.5.2.2.2. Comprehensive narrative for each GOQ project, including validation the work is identified in the GOQ IFP. If the work is not included in the GOQ IFP, provide a detailed explanation for the work.

3.3.5.2.2.3. A completed DD Form 1391 to show specific project work to be accomplished on the unit and to identify costs additional to the threshold.

3.3.5.2.2.4. Detailed cost breakout (including line item details).

3.3.5.2.2.5. Photographs depicting repair requirements.

3.3.5.2.2.6. A statement signed by the GOQ resident acknowledging the work.

3.3.5.2.2.7. A project certification statement signed by the MAJCOM/CE.

3.3.5.2.2.8. Detailed breakout of other anticipated costs for the FY, including, but not limited to, specific projects approved by SAF/IEE and all OMR costs.

3.3.5.2.2.9. Detailed breakout of major M&R or investment work completed in the previous 5 years or planned for the next 5 years IAW the GOQ IFP.

3.3.6. **Daily Operations.** HMOs manage and provide on-going support for GOQs. The following guidance applies:

3.3.6.1. **Change of Occupancy Maintenance (COM).** COM is M&R work on housing units when occupancy changes, including interior painting; repairing floors, walls, and ceiling finishes; repairing electrical and plumbing fixtures; and cleaning over and above resident responsibilities. The intent of Air Force policy is to make sure necessary COM tasks are accomplished, depending on the local conditions and installation requirements.

3.3.6.1.1. COM may include, but is not limited to, the following tasks and is performed as required:

3.3.6.1.1.1. Restore interior walls. Depending on condition, patch and repaint walls and ceilings as required, typically every 3 years. Paint walls and ceilings, using a neutral color. BCE ensures paint meets Air Force and base GOQ standards. Neutral color is defined in [Attachment 1, Terms](#).

3.3.6.1.1.2. Clean carpets, window coverings, and light fixtures.

3.3.6.1.1.3. Service heating, ventilation, and air conditioning systems; and clean air ducts.

3.3.6.1.1.4. Perform minor M&R work throughout, including electrical and plumbing fixtures.

3.3.6.1.1.5. Restore and paint exterior surfaces.

3.3.6.1.1.6. Inspect and repair structure and infrastructure (roof, attic, crawlspace, and pavement).

3.3.6.1.1.7. Service and repair doors and windows.

3.3.6.1.1.8. Apply/renew barrier pesticide treatment.

3.3.6.1.1.9. Perform grounds maintenance (mow, edge, and trim trees and bushes).

3.3.6.1.1.10. Repair or replace caulking and weather seals (interior and exterior).

3.3.6.1.2. Charge all minor M&R and cleaning done during the COM to 722.62 on AF Form 3826, Section I-3, Line 1 (**Paragraph A4.3.1.1**). Minor M&R includes, but is not limited to, minor repairs to floor, wall, and ceiling finishes, and electrical and plumbing fixtures with a cost of \$2,500 or less per task. Charge interior painting and floor repair (or replacement), to major repair when the cost per task (single item of work) exceeds \$2,500. Do not split M&R requirements to keep costs under \$2,500.

3.3.6.1.3. If time permits and conditions warrant, other M&R work may be performed during the COM that is consistent with requirements identified in the GOQ IFP and IAW Air Force and local GOQ standards. Note: IAW AFI 32-6002, some work may not be authorized if determined to be major M&R, minor alteration, or improvement type work for a new or improved unit within 3 years of initial occupancy (**Paragraph 3.3.1.7**).

3.3.6.2. **Maintaining Grounds.** GOQ residents are responsible for maintaining the grounds within the exclusive use area of their homes. The exclusive use area includes the grounds around the facility considered to be reserved for the use of the residents of the GOQ (or authorized guest) only. Normally, this includes an area 50 feet from the home (calculated from the further most elevation on all four sides of the homes); however, it may be larger as a result of natural or constructed barriers which limit free access to the area by members of the installation housing community or as designated by the Installation Commander. Grounds maintenance includes routine lawn/landscaping maintenance, such as mowing, edging, raking, planting annuals, tree trimming,

maintaining shrubbery, herbicide treatments, fertilizing, pruning, mulching, including self-help store materials.

3.3.6.2.1. SCP GOQ residents are authorized government-provided grounds maintenance for the entire GOQ exclusive use area. Charge costs for the government-provided grounds maintenance to the GOQ OMR/M&R threshold and report on the AF Form 3826.

3.3.6.2.2. Non-SCP GOQ residents are personally responsible for grounds maintenance of the entire exclusive use area; however, in situations described below, government-provided grounds maintenance is allowed only after a MAJCOM/CC waiver is approved. Waiver approval authority may not be further delegated. In no case may the individual exercising this authority make a decision about their own GOQ or a GOQ of a person senior in rank. When government-provided grounds maintenance is approved, all associated costs are charged to that GOQ annual OMR and M&R limits. When enlisted aides perform grounds maintenance, their work is not charged to the OMR limit. MAJCOM/CCs may approve waivers to:

3.3.6.2.2.1. Allow government-provided grounds maintenance of the entire exclusive use area if the GOQ is prominently located and makes a unique contribution to the appearance of the installation. Charge costs for the government-provided grounds maintenance to the GOQ OMR/M&R threshold and report on the AF Form 3826.

3.3.6.2.2.2. Allow government-provided grounds maintenance on that portion of the exclusive use area beyond 50 feet if the exclusive use area is extremely large (one-half acre or more). Charge costs for government-provided grounds maintenance to the GOQ OMR/M&R threshold, and report on AF Form 3826.

3.3.6.2.2.3. Areas with unique landscaping, extra-large trees or shrubbery or trees requiring professional service or specialized equipment. Charge costs for government-provided grounds maintenance to the GOQ OMR/M&R threshold, and report on AF Form 3826.

3.3.6.2.2.4. AF/A4 may authorize government-provided grounds maintenance for the entire exclusive use area of a GOQ occupied by a senior civilian as a condition of his or her employment and assignment to a position which, if occupied by a military officer, could be maintained by enlisted aides to that officer. Charge costs to the annual \$35,000 limit.

3.3.6.2.3. When the government provides grounds maintenance to areas shared by more than one GOQ, costs are prorated and charged to each benefiting GOQ; OMR and M&R limits apply.

3.3.6.3. **Carpet.** Installed carpet, including pad, is considered an alternative floor finish and therefore an integral part of the GOQ. Carpet should be professionally cleaned as needed IAW the Air Force Corporate Facilities Standards (<http://wbdg.org/index.html>), the most current Engineering Technical Letter (ETL), and manufacturer instructions to preserve the quality and life of the carpet (http://www.wbdg.org/ccb/browse_cat.php?o=33&c=125)

3.3.6.3.1. Charge installation and cleaning of installed carpet against the annual limits.

3.3.6.3.2. Carpet may be installed in all living areas except the kitchen, bathroom, powder room, patio, porch, and other areas exposed to weather. When possible, do not install carpet at entrances and heavy traffic areas of the GOQ. To minimize damage to flooring and subflooring, do not use glue-down installation.

3.3.6.3.3. The BCE maintains the following historical information for each carpet installation:

3.3.6.3.3.1. Location (address, building number, and room).

3.3.6.3.3.2. Name of carpet manufacturer, pattern, and color.

3.3.6.3.3.3. Manufacturer certification the carpet conforms to the most recent Air Force carpet standards available from the Air Force Corporate Facilities Standards and AFCEC.

3.3.6.3.3.4. Date of installation.

3.3.6.3.3.5. Method of installation and type of pad used.

3.3.6.3.3.6. Disposal certification.

3.3.6.3.4. For all GOQ carpet replacement, the Commander must certify the carpet is no longer serviceable and requires replacement. **(T-1)**

3.3.6.3.5. Purchase quality carpet with a minimum 7-year life expectancy that meets Air Force standards in the *Air Force Family Housing Guide for Planning, Programming, Design, and Construction* (<http://www.wbdg.org/ccb/AF/AFDG/familyhousing.pdf>) and ETL 07-04 (**Paragraph 3.3.6.3.3.3**). Prior to purchase, the BCE must certify the carpet meets Air Force carpet standards. **(T-1)**

3.3.6.3.6. Purchase neutral color carpet, such as beige, taupe, or off-white in a light to medium shade that provides a flexible background that can integrate with the decor of successive residents. Do not use pure whites or dark shades. Use solid colors or muted tone-on-tone tweeds.

3.3.6.3.7. Do not replace carpet in less than 7 years. Only MAJCOM/CCs may approve exceptions to the 7-year minimum life carpet replacement policy. This authority may not be further delegated. In no case may the individual exercising this authority make a decision about carpet in his or her own unit or the unit of a person senior in rank.

3.3.6.3.8. Installation must submit waiver requests which include **(T-1)**:

3.3.6.3.8.1. A statement signed by the Commander validating the requirement for replacement carpet.

3.3.6.3.8.2. Statement signed by the BCE validating replacement carpet meets Air Force standards.

3.3.6.3.8.3. Month and year the carpet requiring replacement was originally installed. State if the carpet is still under manufacturer warranty and include available warranty information.

3.3.6.3.8.4. Clearly labeled photographs documenting the requirement.

3.3.6.4. **Window Coverings.** See [Attachment 1](#) for the definition of window coverings. Window coverings (not to be confused with window treatments in [Paragraph 5.3.1](#)) and associated hardware are an integral part of the dwelling and should be provided on all windows throughout the GOQ, and on porch and patio windows. Window coverings, unlike window treatments, are not considered furnishings but instead are considered part of the facility.

3.3.6.4.1. Window coverings include shades, shutters, blinds (vertical and horizontal wood, aluminum, and vinyl), and associated hardware. The BCE ensures blind slats meet AF standards and are made of hard material, such as aluminum, vinyl, or wood, and a neutral color.

3.3.6.4.2. Charge window coverings and associated hardware against the annual limits.

3.3.6.5. **Appliances and Equipment.** Freestanding or permanently installed appliances are provided to GOQs IAW [Attachment 3, Table A3.1, part C](#). To determine the proper cost category, use the principle that **installed** is an M&R cost (P-722), and **freestanding** is an operations cost (P-721). Charge subsequent costs incurred for the item (maintenance, repair or replacement) to the same cost category initially assigned to the appliance.

3.3.6.5.1. Authorized appliances and equipment for GOQs include range or cook top with wall oven, two refrigerators or a refrigerator and freezer ([Attachment 3, Table A3.1, Note 4](#)), installed or portable dishwasher, trash compactors and icemaker. Washers and dryers are provided in all GOQs in overseas areas and for SCP homes only in the continental United States (CONUS).

3.3.6.5.2. Costs to buy, install, maintain and repair built-in appliances, such as dishwasher, built-in oven or cook top, are charged to the appropriate M&R category, Section I-3, AF Form 3826.

3.3.6.5.3. Cost to buy, install, maintain, and repair freestanding appliances (not installed) such as a portable dishwasher, refrigerator, range, microwave, and washer and dryer are charged as furnishings not against the limit (AF Form 3826, Section I-1, Line 3B).

3.3.6.6. **Wall Coverings.** Wall coverings are authorized in specific areas of GOQs. Select wall coverings and decorative borders in neutral colors and of a quality and durability to last through successive residents. Do not use pure white or dark colors. Charge authorized wall coverings and decorative borders against the annual limits.

3.3.6.6.1. Neutral-color wall coverings and decorative borders are authorized for use in the kitchen, powder room and bathrooms. Neutral-color wall coverings may also be installed below any chair railing in the designated entertainment areas, such as the living room, dining room, family room, den, study and foyer. Wall coverings may not

be used on ceilings or paneling. Neutral colors are beige, taupe, or off-white in a light to medium shade that provides a flexible background that can integrate with the decor of successive residents. Do not use pure white or dark shades.

3.3.6.6.2. GOQ residents may install borders and accents over painted surfaces at their own expense, but are responsible for removing items and restoring walls to the original condition prior to vacating the GOQ.

3.3.6.6.3. Because wallpaper can be a costly item, installations are encouraged to obtain the services of a certified interior design professional to assist in determining best value, quality, and neutral colors. If an interior design service is not available locally, contact the MAJCOM/CE or AFCEC Design Group for assistance.

3.3.6.7. **Irrigation Systems.** All lawn irrigation systems proposed for GOQs, regardless of method of accomplishment, require approval by SAF/IEE (AFI 32-6001).

3.3.6.8. **Flags.** For government-owned/leased GOQs, United States (US), combatant command, Service, and host nation flags, and appropriate apparatus (pole, stanchion) for flying, may be purchased and installed using M&R (P-722) funds. Only two flags per GOQ may be purchased. Purchase of GO flags, state, and other organizational flags is not authorized. Charge authorized flags to the annual \$35,000 limits. Examples of unified combatant commands are Central Command (CENTCOM), Southern Command (SOUTHCOM), Transportation Command (TRANSCOM), and Special Operations Command (SOCOM).

3.3.6.9. **Exterior Name Sign.** Provide an exterior name sign as required using FH 722 funding.

3.3.6.10. **Historical Name Plaque.** Provide a name plaque to serve as an historical interior record of each resident using FH furnishings funds.

3.4. Leased General Officer Quarters (GOQ).

3.4.1. Air Force domestic and foreign leased GOQs are operated and assigned as government- controlled housing.

3.4.2. HMO must ensure Leased GOQs comply with all congressional cost limitations, including operations, maintenance and repair, and make ready cost (DoD Manual 4165.63). **(T-0)**

3.4.3. See AFI 32-6001, Chapter 10 for leasing guidance, including the requirement for a 21-day congressional notification for foreign high-cost leases.

3.5. Enterprise Military Housing (eMH). eMH is the DoD enterprise information technology system for the operations and inventory management of DoD housing and has been designated as the authoritative data source for housing assets in DoD Real Property Databases. All other forms of software used in performing property management and inventory control of government-provided furnishings are prohibited.

3.5.1. Business rules outlining the mandatory use of all fields and modules with eMH are located on the AF/A4C Portal, Housing Program Group Website.

3.5.2. Business rules for Long Range Plans, Spend Plans and cost reporting will be provided annually by AF/A4C.

3.5.3. Instructions on how to use eMH GFOM to develop plans and record costs are provided on the eMH home page under housing training tools.

Chapter 4

PRIVATIZED GENERAL OFFICER QUARTERS (GOQ)

4.1. Concept. Air Force privatized GOQs are managed and maintained to meet the unique functional requirements that set them apart from other privatized FH. The laws, rules, privatization TDs, and congressional GOQ language are all complex. Those responsible for GOQ Management Teams at MAJCOMs, HMO, and the Privatized Housing PMO must understand and convey GOQ policies, standards, and processes concisely to GOQ residents and base leadership, and consistently apply these fundamentals to managing GOQs. GOQs receive close scrutiny from both the private and public sector. As a result, GOQs are frequently a matter of special congressional interest.

4.1.1. Requirements set forth regarding privatized GOQs are only binding on the PO to the extent such requirements are mandated by law or incorporated into project TDs. The PO is encouraged to comply with the privatized housing GOQ guidance but is not legally bound to do so unless stated in project TDs. The Commander is strongly encouraged to understand the differences between GOQ guidance and the TDs.

4.1.2. The GOQ Management Team is the partnership between the Privatized Housing PMO and the government HMO GOQ liaisons. The Team manages day-to-day operations for the privatized GOQs and closely interacts with residents. The Team advises installation leadership on all GOQ matters and provides residents timely and accurate information on plans, programs, and management actions related to their home.

4.1.3. The government provides oversight of the privatization project activities of the GOQ Management Team. The HMO is the focal point for furnishings, force protection, official communications equipment, SCP requirements, cost reporting, and informal dispute resolution between the resident and the PO. The PO owns the housing facilities, funds maintenance, repair and capital improvement expenses, and directs and manages the work accomplished in and around GOQs.

4.1.4. Congressional interest in GOQs remains unchanged with the advent of privatization. As a result, there is legislatively mandated reporting of government and PO expenditures for privatized GOQs ([Paragraph 4.4.1](#), [4.4.3](#) and Chapter 6).

4.1.5. The key to maintaining GOQs is appropriately identifying facility work requirements. GOQ resident participation in this process is vital. The PO creates an annual operating budget for all homes, including GOQs, in agreement with the project closing TDs. The project operating budget outlines anticipated income and expenses (e.g., administrative, M&R, utilities, services, taxes, and insurance) and anticipated capital improvements. All work identified for GOQs should be consistent with appropriate Air Force facility standards.

4.2. Planning and Programming.

4.2.1. **Annual Plan.** The PO is required to submit an annual budget to the government and senior lender for approval. It generally includes an operating budget, Capital Repair & Replacement (CR&R) Budget, and CR&R plan. A Five-Year Capital Improvement Plan for GOQ homes is submitted with the annual budget, if required in TDs.

4.2.1.1. **Operating Budget.** The operating budget includes anticipated revenue, occupancy projections, M&R, utilities, taxes, insurance, and management fees for the project FY. **Note:** The project FY may not necessarily coincide with the government FY and is specified in closing TDs. Expenses related to GOQ units may or may not be specifically identified in the operating budget.

4.2.1.2. **Capital Repair & Replacement (CR&R) Budget.** The CR&R Budget identifies planned capital improvements, such as replacing roofs, appliances, and playground equipment for the coming year. The CR&R Budget may or may not specify work for GOQ units, depending on the requirements specified in the closing TDs.

4.2.1.3. **Capital Repair and Replacement (CR&R) Plan.** The CR&R Plan identifies the projected CR&R needs of the project, with anticipated funding sources for the 50-year term of the lease. The CR&R Plan captures facility data, identifies improvements and major and minor M&R requirements. CR&R projects are funded by the CR&R account.

4.2.1.4. **Reinvestment Account.** This account is used primarily for protecting and enhancing the privatization project through reinvesting in community improvements such as whole house improvements or unit replacements.

4.3. Funding Sources. Privatized GOQ operational requirements are funded using either appropriated funds (APF) (government funds) or PO funds.

4.4. Statutory Limits: Congress and Air Force policy establish expenditure limits for GOQs.

4.4.1. **Operations, Maintenance and Repair (OMR):** 10 U.S.C. § 2831 limits MFH funding for OMR expenditures to \$35,000 annually per GOQ ([Table 4.1](#)).

4.4.1.1. Do not exceed the OMR threshold without prior notification to Congress or approval to notify Congress after-the fact. Requests to exceed this statutory limit are normally included in the annual President's Budget. For unforeseen, urgent life, safety, or health concerns during the year of execution, an out-of-cycle notification to exceed the \$35,000 statutory limit may be submitted. SAF/IE approves all out-of-cycle requests, before notification is sent to Congress (similar to [Paragraph 3.3.2](#) and [3.3.5](#) for government-owned/leased GOQs).

4.4.1.2. Non-MFH O&M funds used to support GOQ requirements are excluded from OMR limits. The HMO must report the costs on AF Form 3826. **(T-0)**

Table 4.1. Operations, Maintenance and Repair (OMR) Annual Statutory Expenditure Limits for Privatized GOQs.

OPERATIONS, MAINTENANCE AND REPAIR (OMR) THRESHOLD	
1.	10 U.S.C. § 2831 placed a ceiling of \$35,000 on all OMR expenditures per GOQ per FY.
2.	GOQ expenditures counted against the OMR annual limit include management (721.1), services (721.2), furnishings (721.4) and M&R (722). Note: 722 funds may not be used in privatized housing.

4.4.2. **Extraordinary Costs and Expenditures (EC&E).** The GOQ Management Team must track and report PO EC&E for all housing units, including GOQs. **(T-1)**

4.4.2.1. The GOQ Management Team is required to report on the quarterly AF Form 3826 any unit with EC&E. **(T-1)** Costs exceeding \$35,000 are reported to SAF/IEI.

4.4.2.2. EC&E are typically costs resulting from changes, alterations or expansions to the physical layout of a dwelling. EC&Es are incurred when work exceeds normal M&R or replaces an item within its expected service life. It includes work that primarily benefits a resident and is not necessary for the safe utilization, functionality, or habitability of the housing unit.

4.4.3. **10 USC § 2884.** 10 USC § 2884 requires the Services to report to Congress any privatized GOQ unit where the total PO OMR expenditures exceed \$50,000 annually. Unlike the 10 U.S.C. § 2831 statutory limits on MFH expenditures, this \$50,000 threshold is a reporting “trigger” not a funding limit. As a result, no congressional or Air Force approval is required before this reporting trigger may be exceeded. Even though congressional notification is not required before the \$50,000 threshold is exceeded, it is important that the GOQ resident be aware of PO expenditures on their GOQ. See Chapter 6 for details on cost accounting and reporting.

4.5. Daily Operations. Privatized Housing PMOs provide, maintain and manage on-going support for GOQs, IAW project TDs. GOQ management teams should refer to these documents in support of the daily operations, noting that in all cases, TDs prevail. Day-to-day items to be considered include:

4.5.1. **Change of Occupancy (COM).** COM work as specified in [Paragraph 3.3.6.1](#). Since M&R tasks vary from installation to installation, TDs always prevail.

4.5.2. **Routine Maintenance and Repair (M&R).** M&R at the level of service specified in TDs.

4.5.3. **Maintaining Grounds.** Grounds care for GOQs IAW project TDs.

4.5.4. **Carpeting.** Carpeting is an acceptable floor covering in GOQs. The installation should be done in a way to minimize stains and wear from traffic.

4.5.5. **Window Coverings.** Window coverings on all windows throughout the GOQ are an integral part of the GOQ.

4.5.6. **Appliances and Equipment.** Appliances and equipment (built-in and free-standing) in GOQs are identified in the project TDs. The HMO is responsible for appliances and equipment authorized under supplemental or SCP furnishings that were not originally conveyed to the PO ([Paragraph 5.3.3](#)).

4.6. Self-Help. Self-help guidance is in the tenant lease and Housing Resident Handbook. GOQ residents may not use the installation self-help facility (government-funded) to support privatized GOQ.

4.7. Flags. Project TDs may include a requirement that the Privatized Housing PMO provide GOQs an American flag, a Service flag and an appropriate apparatus (pole, stanchion) for display. If project TDs do not include this requirement, the Air Force may negotiate with the PO to attempt to include this requirement. Appropriated funds may not be used to purchase any flags for privatized housing.

4.8. Exterior Name Signs. Project TDs may include a requirement that the Privatized Housing PMO provide GOQs with exterior names signs. If project TDs do not include this requirement, the Air Force may negotiate with the PO to attempt to include this requirement. Appropriated funds may not be used to purchase any exterior name signs for privatized housing.

4.9. Historical Name Plaque. HMO coordinates with the Privatized Housing PMO for the installation of a name plaque to serve as an historical interior record of each resident. Name plaque is purchased using FH furnishings funds.

4.10. Irrigation Systems. Project TDs may include a requirement that the PO provide and maintain irrigation systems in arid and semiarid climates IAW guidance in AFI 32-6001. If project TDs do not include this requirement, the Air Force may negotiate with the PO to attempt to include this requirement.

4.11. Resident-Requested Changes. The GOQ Management Team refers unresolved GOQ resident requests that are outside the scope of the project TDs to the Housing Manager for resolution.

4.12. Enterprise Military Housing (eMH). Use eMH to capture annual cost associated with privatized housing. PMO provides expenditures to the HMO who updates eMH with data. The information as captured in the database is reported as part of AF Form 3826, GOQ Cost Report.

4.13. Use of Appropriated Funds in Privatized Housing.

4.13.1. Communications equipment that is readily removable and mission-required is funded with non-MFH funds. Installations do not require additional authority to install this type of equipment. Refer to [Attachment 1](#) for the definition of readily removable communications equipment.

4.13.2. AF organizations may fund permanent improvements to satisfy mission requirements in privatized housing, under the limited conditions using organizational operations and maintenance (non-MFH) funds. The proposed improvements can only be required to support a non-housing mission related to communications equipment, secure information systems, or anti-terrorism/force protection. Design, solicitation, or construction cannot begin until written approval is obtained from SAF/IEI per the process outlined below:

4.13.2.1. Installation Commander must submit the request to include justification for the proposed work, description and cost of the proposed work and required equipment, certification of funds availability for construction and enduring sustainment, and a copy of the project owner's concurrence with completing the proposed work. **(T-0)** Funding for completing any approved improvements is the responsibility of the installation.

4.13.2.2. Installation Commander forwards request to Director, Air Force Civil Engineer Center (AFCEC/CL) for coordination and determination that the proposed work is not the responsibility of the privatized project owner. Once this is completed AFCEC/CL forwards the package to the appropriate MAJCOM/CE.

4.13.2.3. MAJCOM staffs (Civil Engineer, Communication, Judge Advocate, and Finance) jointly determine that the requirement is mission essential; the required criteria are all met; and MAJCOM/CC approves this determination. **Note: In no case will the individual exercising this authority make a decision about his or her dwelling or the dwelling of a person senior in rank.** Next higher authority (AF/CV) approval is

required for requests that the MAJCOM/CC cannot approve to include CMSAF requirements. Installation Commander will ensure: **(T-1)**

- 4.13.2.3.1. The proposed alterations are incidental to and essential for the accomplishment of the purpose of the appropriation.
- 4.13.2.3.2. The cost of the alterations is reasonable.
- 4.13.2.3.3. The improvement is used for the principal benefit of the government.
- 4.13.2.3.4. The government interest in the improvements is protected.
- 4.13.2.4. MAJCOM/CE forwards the approved determination to AF/A4C for coordination and SAF/IEI approval prior to starting work. This request includes a copy of the MAJCOM/CC approval or a request for AF/CV approval if appropriate.
- 4.13.2.5. For purposes of this policy, permanent improvements are defined as maintenance, repair, alteration, renovation, or construction of real property, which includes the housing structure, site work, infrastructure, and landscaping. Permanent improvements do not include the purchase, maintenance, and repair of supplemental furnishings required for mission-related entertainment.
- 4.13.2.6. This policy does not apply to funding of permanent improvements to leased housing or housing owned by a foreign government.

Chapter 5

GENERAL OFFICER QUARTERS (GOQ) FURNISHINGS ALLOWANCES

5.1. Concept. The Air Force may provide furnishings to support official entertainment responsibilities of GOs, Brigadier General selectees, O-6 Installation Commanders, the CMSAF and GO civilian equivalents (Senior Executive Service) residing in government-owned/leased and privatized housing. Furnishings allowances vary between incumbents of Special Command Positions (SCP) and those in non-SCP positions.

5.1.1. The Air Force has standardized SCP and supplemental furnishings authorizations to ensure items are prudent, reasonable, and consistent with OSD directives.

5.1.2. Furnishings are provided only for entertainment areas, defined as the entrance foyer, living room, dining room, den, library, family room, kitchen area, porches, patios, stairways and hallways and sidewalks connecting these areas, and, for SCPs only, a guest bedroom for official guests requiring overnight accommodations. **Note:** Not all areas covered under “entertainment areas” are authorized items. Please see [Attachment 3, Table A3.1](#) to determine what is authorized for non-SCPs and SCPs within each of the areas.

5.1.3. Supplemental furnishings are authorized to complement, not replace, personally owned furnishings typically expected of an individual of this grade and position, and are based on his or her grade and family size and composition.

5.1.4. All consumable items to support official entertainment via Air Force-provided furnishings and equipment are the responsibility of the resident (i.e. propane gas, cleaning supplies, etc.)

5.2. Designation for Furnishings Support. GOs may receive furnishings support for official entertainment responsibilities based on their position designation.

5.2.1. **Special Command Position (SCP).** OSD (DA&M) designates certain positions as SCPs which establishes an authorization for additional furnishings and amenities in government-provided and privatized housing. An SCP is a position occupied by a GO or civilian GO-equivalent that carries extensive hosting responsibilities at the individual’s quarters in order to represent the interest of the Nation. See [Attachment 2](#) for OSD designated AF-sponsored SCPs.

5.2.1.1. SCP incumbents have significantly more responsibilities for official entertainment activities and are often housed in larger GOQs. Therefore, SCPs are authorized additional furnishings in entertainment areas and furnishings for a guest bedroom for official guests requiring overnight accommodations.

5.2.1.2. See [Paragraph 5.3](#) for furnishings allowances, [Paragraph 5.5](#) for SCP additional allowances and amenities and [Attachment 3, Table A3.1](#) for a detailed listing of all authorized items. FMS will not purchase, maintain, repair, or replace furnishings items not included in [Attachment 3, Table A3.1](#) at government expense. (T-1)

5.2.2. **Non-Special Command Positions (Non-SCP).** A non-SCP position is a position occupied by a GO, Brigadier General selectee, Colonel (O-6) serving as the Installation Commander, CMSAF and a civilian GO-equivalent not designated as an SCP.

5.2.2.1. **Furnishings.** An incumbent of a non-SCP position as defined in **Paragraph 5.2.2** living in a government-owned/leased or privatized GOQ (Target Tenants only) regardless of Service may be authorized supplemental furnishings support to meet official entertainment responsibilities.

5.2.2.1.1. Commanders approve the purchase of supplemental furnishings to complement not replace personally owned furnishings (**Paragraph 5.1.3**).

5.2.2.1.2. See **Paragraph 5.3** for furnishings allowances and **Attachment 3, Table A3.1** for a detailed listing of all authorized items. FMS will not purchase, maintain, repair, or replace furnishings items not included in **Attachment 3, Table A3.1** at government expense. (T-1)

5.2.3. **Unaccompanied SCP and Non-SCP Furnishings.** Unaccompanied members and voluntarily unaccompanied members residing in GOQs receive the same authorizations to furnishings as accompanied members of equal grade.

5.3. Furnishings Allowances. Air Force-authorized furnishings allowances for SCP and Non-SCPs are identified in **Attachment 3, Table A3.1**. MAJCOMs may submit requests for consideration of new furnishings authorizations to AF/A4C (**Paragraph 5.3.4**).

5.3.1. **Window Treatments.** See **Attachment 1**, Terms, for the definition of window treatments. Window treatments (not to be confused with window coverings) are considered furnishings and include draperies, curtains, sheers, rods, valances, cornices, fabric blinds and associated hardware. Ensure window treatments are neutral in color (may include white) and constructed of quality materials with at least a 7-year life expectancy. See **Paragraph 3.3.6.4** to note the difference between window treatments and window coverings.

5.3.1.1. GOQs window treatments are only authorized in entertainment areas as shown in **Attachment 3, Table A3.1**

5.3.1.2. Charge all GOQ window treatment costs against the OMR threshold. For SCP homes, charge the cost of replacement window treatments against the annual furnishings limit of \$10,000 and 5-year limit of \$40,000. For all other GOQs, charge the replacement cost against the 1-year furnishings limit of \$6,000 and 5-year limit of \$20,000. For initial-issue window treatments required due to new construction or re-designation of a unit for GOQ/SCP, do not charge cost against the 1- year and 5-year limits.

5.3.1.3. Cleaning costs for window treatments are reported on AF Form 3826 under Section I-1, Line 3B, Furnishings - Not Charged Against the Limit. These costs are not subject to the 1-year or 5-year furnishings limits, but are charged against the annual OMR limit.

5.3.1.4. Exceptions:

5.3.1.4.1. The MAJCOM/CC may approve exceptions to the 7-year minimum life for window treatments. This authority may not be further delegated. In no case may the individual exercising this authority make a decision about his or her own GOQ or the GOQ of a person senior in rank.

5.3.1.4.2. The Commander must justify requests to replace window treatments before the 7-year period has expired. (T-1) Waivers are forwarded to the MAJCOM/CE, which is the final approval authority. Waiver requests include:

5.3.1.4.2.1. A statement that the BCE has validated the requirement for replacement.

5.3.1.4.2.2. Total cost of the replacement items.

5.3.1.4.2.3. Clearly labeled floor plan and photographs documenting the requirement.

5.3.1.4.2.4. The month and year the items requiring replacement were originally installed or placed in the GOQ. State whether the items are still under manufacturer warranty, and include available warranty information.

5.3.1.4.2.5. Explain why early replacement is necessary. Include a description of all furnishings actions and costs completed and proposed for the FY; and the annual and long-range plans, including furnishings and how the furnishings will be maintained with future expenditure limits.

5.3.2. Government Appliances. The BCE provides freestanding or permanently installed appliances for government-owned/leased GOQs IAW [Attachment 3, Table A3.1, Part C](#). To determine the proper cost category, use the principle that **installed** is an M&R cost (P-722), and **freestanding** is an operations cost (P-721). Charge subsequent costs incurred for the item (maintenance, repair or replacement) to the same cost category initially assigned to the appliance.

5.3.2.1. Authorized appliances and equipment for GOQs are listed in [Attachment 3, Table A3.1, Part C](#).

5.3.2.2. Charge cost to buy, install, maintain and repair **built-in** appliances, such as dishwasher or built-in oven or cook top, to the appropriate M&R category, Section I-3, AF Form 3826.

5.3.2.3. Charge cost to buy, install, maintain, and repair **freestanding** appliances (not installed) such as portable dishwasher, refrigerator, range, microwave, and washer and dryer as furnishings - not against the limit (AF Form 3826, Section I-1, Line 3B).

5.3.2.4. Additional appliances authorized under supplemental furnishings ([Attachment 3, Table A3.1](#)) that are not built in, are provided, maintained, and replaced by the government ([Paragraph 4.5.6](#)).

5.3.3. Privatized Housing Appliances. IAW project TDs, the PO should provide, maintain, and replace ranges, refrigerators, and built-in appliances in privatized GOQs, both PO-provided and government-conveyed ([Paragraph 4.5.6](#)).

5.3.4. Requesting New Items. When new furnishings, appliances, or equipment items, not included in this AFI, are needed, the MAJCOM submits a request with supporting documentation to AF/A4C. State the cost; describe the item and proposed location in the entertainment area of the GOQ; and include other available information (brochures, sketches, and photographs). If AF/A4C determines the item is appropriate for Air Force-wide application, after SAF/IEE approval, the new SCP or supplemental furnishings item will be added to this AFI and MAJCOM/CEs notified.

5.4. Furnishings Cost Limits.

5.4.1. All furnishings costs count against the OMR annual limit. The annual and five-year cost limits are not a budget for GOQs.

5.4.1.1. **Special Command Position (SCP).** Limit expenditures for furnishings charged against the limit ([Attachment 3, Table A3.1, Part A](#)) to \$10,000 per SCP per FY, and \$40,000 per SCP over a 5-year consecutive period.

5.4.1.2. **Non-Special Command Position (Non-SCP).** For non-SCP GOQs, limit expenditures for furnishings charged against the limit to \$6,000 per GOQ per FY and \$20,000 over a 5-year period.

5.4.2. The 1-year and 5-year limits apply to new items taken from existing FMS warehouse stock that have never been charged to a GOQ. Exclude items which have been used and previously charged to other homes. Exclude costs from the 1- and 5-year limit for furnishings shipping, transportation, pickup, delivery, installation, repair, and cleaning; and furnishings storage and furnishings storage containers. All costs are charged against the OMR limit. Apply the furnishing limit to the:

5.4.2.1. Purchase cost of furniture.

5.4.2.2. Purchase cost of area rugs.

5.4.2.3. Replacement cost of window treatments (excludes initial-issue window treatments required due to new construction or re-designation of a unit from non-GOQ to GOQ use).

5.4.2.4. Purchase of artificial plants (SCP only).

5.4.2.5. Refinishing and Reupholstering.

5.4.3. Waiver to Cost Limits.

5.4.3.1. The Commander must forward requests to exceed furnishings 1-year and 5-year cost limits to the MAJCOM/CE. (T-1)

5.4.3.2. The MAJCOM/CC may approve waivers to the 1-year and 5-year limits. In no case may the individual exercising this authority make a decision about his or her own dwelling or the dwelling of a person senior in rank. If necessary, use date of rank to determine authority.

5.4.3.3. All furnishings costs count against the OMR annual limit. If waiving the 1-year and/or 5- year limit also causes the project OMR costs to exceed \$35,000 (government) for that FY, obtain appropriate additional approvals prior to incurring additional furnishing costs.

5.4.3.4. The justification for all waiver requests includes:

5.4.3.4.1. A statement validating the requirement to exceed the cost limits, including an explanation for exceeding costs.

5.4.3.4.2. List of items requested, including costs.

5.4.3.4.3. Description of furnishings actions completed (with costs), and furnishings actions proposed for the FY.

5.4.3.4.4. Spend and long-range plans for GOQs. The plans should show an ability to maintain quality furnishings within the expenditure limits in future FYs.

5.5. Special Command Position (SCP) Additional Allowances. SCP incumbents residing in government-owned/leased and privatized GOQs (**Paragraph 5.2.1**) may be provided special allowances and amenities. For non-Air Force SCPs supported at AF installations, ensure items provided by their primary Service are considered before issuing additional items.

5.5.1. Tableware and Linen Allowance. The Air Force has standardized tableware authorizations. IAW **Attachment 3, Table A3.1, Part B**, china, glassware, flatware, and silver service (serving pieces) and table linen are subject to a \$1,000 annual replacement allowance. Housing Managers are responsible for tracking and reporting these expenditures on cost reports. These items are not charged against the 1-year and 5-year furnishing limits, but are charged against the annual OMR limit. Quantities are limited per Part B. FMS, in coordination with the HMO, must submit all waivers via AF/A4C for approval by AF/CV. **(T-1)**

5.5.1.1. Tableware (China, Glassware, Flatware, Silver Service). The initial issue of SCP tableware is not subject to the \$1,000 annual replacement allowance but included in the annual OMR limit. Replacement items are charged against the \$1,000 limit and the annual OMR limit.

5.5.1.1.1. Authorized tableware items are accountable and must be itemized and accounted for on an AF Form 228 by the FMS in coordination with the HMO. **(T-0)**

5.5.1.1.2. At the request of the resident or designated representative, the Housing Manager initiates a request for replacement items (via e-mail) to the Air Force Tableware Program and Amenities Representative, 11 Wing, Logistic Readiness Squadron (WG/LRS).

5.5.1.1.2.1. The 11 WG/LRS representative reviews the request based on authorized quantities and current issue, and, in turn, provides the Housing Manager a written cost for replacement.

5.5.1.1.2.2. The Housing Manager verifies that sufficient funds remain on the annual limits.

5.5.1.1.2.3. As appropriate, the Housing Manager notifies 11 WG/LRS to finalize request for item and the FMS forwards the item to be replaced via certified mail to the Air Force Tableware Program and Amenities Representative, 11 LRS, Tableware Program and Amenities Representative, 3066 E. Perimeter Rd, JB Andrews MD 20762. The 11 LRS arranges for precious metals in these items to be reclaimed.

5.5.1.1.3. Upon receiving request for items to be replaced, the 11 LRS sends the replacement item to the Installation FMS and notifies the Housing Manager of shipment.

5.5.1.1.4. After receiving the replacement item, FMS notifies the Housing Manager, updates the AF Form 228 and issues the replacement item to the resident.

5.5.1.1.5. The 11 WG/LRS notifies the HMO upon receiving items directly from the resident or Aide (**Paragraph 1.2.18, 1.1.19**) and initiates actions for reconciliation.

5.5.1.1.6. Annually, by 1 March, the 11 LRS provides AF/A4CFH a total inventory and reconciliation of tableware on hand and issued.

5.5.1.1.7. Quarterly, by the 10th day following the end of the quarter, 11 WG/LRS provides AF/A4CFH a transaction summary by base and address.

5.5.1.1.8. 11 LRS will use eMH to track inventory and accountability. **(T-0)**

5.5.1.2. **Table Linen.** As a minimum, each SCP may maintain a set of 48 placemats, 48 napkins, and up to 12 tablecloths (white or neutral), depending on size and shape of the primary dining table.

5.5.1.2.1. Table linens are accountable and are itemized on AF Form 228. Unserviceable linen is turned in to FMS for disposal and adjustment to the AF Form 228.

5.5.1.2.1.1. Housing Managers may purchase replacement linens (P-721.41-42) locally, using the Government Purchase Card (GPC).

5.5.1.2.1.2. SCPs may purchase replacement linens using personal funds. The Housing Manager processes Standard Form (SF) 1164, *Claim for Reimbursement for Expenditures on Official Business*, to the Financial Services Office for reimbursement.

5.5.1.2.2. Table linen may be cleaned at government expense with P-721.41-.42 funds. Report cost on AF Form 3826, Section I-1, Line 3B, Furnishings, not charged against the limit; these expenses are charged against the annual OMR limit.

5.5.2. **Miscellaneous Supplemental Allowance.** The Air Force provides SCPs an additional \$1,000 allowance for items required for official entertainment, such as small cookware, hollowware (serving pieces), and other items required for entertainment but not listed in [Attachment 3, Table A3.1](#). The items are not charged against the 1-year and 5-year furnishings limits but are charged against the annual OMR limit.

5.5.2.1. Purchase authorized items with P-721 funds, and report the items under the SCP miscellaneous supplemental allowance cost category (AF Form 3826, Section I-1, Line 3D). These expenses are charged against the annual OMR limit.

5.5.2.2. The Housing Manager or designated representative may purchase items locally using the GPC. When SCPs purchase authorized items using personal funds, the Housing Manager processes an SF 1164 claim to the Financial Services Office for reimbursement.

5.5.2.3. Authorized items are accountable and must be itemized on AF Form 228 by the FMS. **(T-1)** Items remain the property of the GOQ until determined unserviceable, at which time the items are turned in to FMS for disposal and adjustment of Form 228.

5.6. Furnishings Accountability. GOs are accountable for government-issued furnishings placed in their GOQ and liable for damages. Furnishings items are recorded on AF Form 228 and signed for by the GO, spouse or designated representative (including Enlisted Aides). FMS maintains the AF Form 228, receives unserviceable items for disposal, and adjusts the AF Form 228. The FMS and the resident should conduct an annual inventory and perform reconciliation actions, as needed.

Chapter 6

COST ACCOUNTING AND REPORTING

6.1. Concept. By congressional and OSD direction, the Air Force is required to report all GOQ expenditures (government and privatized). This requirement applies to all expenditures on all Air Force GOQs (government-owned/leased and privatized). Government costs for government-owned GOQs temporarily diverted as unaccompanied GOQs are paid exclusively from MFH funds and all limits apply. See AFI 32-6001 for guidance on leased GOQs that are being used to house unaccompanied GOs. It is imperative to track and accurately account for all GOQ costs to ensure limits (law or policy) are not exceeded and to accomplish reporting requirements.

6.1.1. The BCE appoints a single POC whose responsibility is to ensure proper collection, recording, and certification of GOQ costs. This POC monitors and validates costs frequently to make sure sufficient authorizations exist before approving additional expenditures in the GOQ. The POC initiates quarterly and annual GOQ cost reports. **(T-1)**

6.1.2. The BCE must ensure GOQ residents are aware of all work required and performed in their homes, including cost estimates prior to work, if desired. **(T-0)** Residents should also review expenditures included on their cost reports. Residents (if available at the duty station) sign quarterly cost reports acknowledging expenditures, and return the original signed copy to the BCE or the HMO.

6.2. Tracking and Reporting General Officer Quarters (GOQ) Costs. The eMH GFOM is used to track and report both government (APF) and PO expenditures on government-owned/leased and privatized GOQs (units occupied by GOs as either Target Tenants or Other Eligible Tenants). The HMO is responsible to collect and record GOQ expenditures (government and PO) using the current Air Force GOQ Cost collection processes. The HMO collects government expenditures from the Air Force CE Resource Advisor and other offices/agencies, as required. The Privatized Housing PMO provides PO expenditures to the HMO using the PO Cost Workbook (Sample located A4C Housing Portal Page), quarterly not later than the end of the first month following the end of the quarter. Installations must develop and maintain a separate GFOM Quarterly Cost Report (QCR) for each GOQ to track and report costs of government and PO operations, maintenance, repair and improvement actions. **(T-0)** For government-owned/leased GOQs, there are no PO costs reported, since this source of funds is not applicable for these GOQs.

6.3. When to Charge and Report Costs. In general, charge and report annual costs the date funds are obligated. However, for multiunit service contracts, where funds are obligated when the contract is awarded, charge costs to individual GOQs as expenses are incurred. Examples of these contracts are housing maintenance, grounds maintenance and refuse collection.

6.3.1. **Contract Costs.** For contracted project work, charge and report the entire cost of the work (labor plus materials) at the time the contract is awarded. Report changes to costs prior to end-of-year (fourth quarter reports) when the contract change is approved. Once annual reports have been submitted through the MAJCOM to AF/A4CF, submit updated reports only if a cost change would affect statutory or regulatory compliance. However, the installation retains updated AF Forms 3826 incorporating the changes, at the installation.

6.3.2. **In-house Costs.** For in-house work, charge and report the cost of materials as they are received. Charge and report labor for in-house work at the time the hours are expended. For government-owned/leased GOQs, when military or civilian labor, other than enlisted aides, performs housing work, the cost for the reported labor hours is based on the total shop rate, less the military factor.

6.4. Cost Categories. All costs (government and PO) for operations, utilities, M&R, leasing, and improvement of a GOQ and associated real property must be tracked and reported by the HMO. (T-0) **Attachment 4** provides detailed instructions for costing and reporting government and PO expenditures in all categories. For quick reference see tables regarding government funds, PO funds and furnishings limits on the A4C CE Housing Portal page.

6.4.1. Government Funds.

6.4.1.1. **Operations Costs.** Report all expenditures for management, services, furnishings and miscellaneous operations in this category.

6.4.1.1.1. Initial issue, replacement, reupholstering, refinishing, cleaning, shipping, transportation, taxes, moving and handling, repair, and storage of furnishings. Charge each piece of furniture to a GOQ only once. Examples:

6.4.1.1.1.1. For an item purchased for a specific GOQ, charge it to that GOQ when the item is ordered. When no longer required by a successive resident, return the item to FMS inventory for use by other authorized residents.

6.4.1.1.1.2. For an item taken new from FMS stock as a first-time issue to a GOQ, charge it to that GOQ when it is issued.

6.4.1.1.1.3. For an item issued from FMS stock but previously issued and used in another GOQ, charge only for transportation and handling.

6.4.1.1.2. Window treatments, including initial issue, replacement, and cleaning.

6.4.1.1.3. Area rugs, including initial issue, replacement, and cleaning. **Note:** Area rugs are not authorized when installed carpet is in place.

6.4.1.1.4. Initial issue, replacement, connection and disconnection, and repair of freestanding appliances and equipment.

6.4.1.2. **M&R Costs.** Report all expenditures for M&R work in this category, including periodic and recurring maintenance, COM, contract cleaning, service calls, minor and major repair, minor alteration, grounds maintenance, and self-help materials.

6.4.1.2.1. **Exterior Utilities.** Charge cost for M&R work on common utility infrastructure systems within the 5-foot line of the GOQ footprint.

6.4.1.2.2. **Other Real Property.** Charge cost for other real property work associated with the dwelling unit, such as garages, driveways, and grounds, directly to the GOQ.

6.4.1.2.3. **Built-in Appliances and Equipment.** Charge cost for the purchase, installation, repair and replacement of built-in appliances and equipment to M&R. This includes, but is not limited to, cook tops, ovens, dishwashers.

6.4.2. Project Owner (PO) Funds.

6.4.2.1. Operations Costs. Report all expenditures for PO administration and management, municipal services (e.g. refuse collection, snow removal), communication support, utilities, and services.

6.4.2.1.1. Administration and Management. Includes appropriate share of administrative/overhead functions, such as PMO personnel salaries, equipment, custodial services and surveys. Also includes GOQ support services such as dedicated GOQ management staff.

6.4.2.1.2. Services: Includes prorated municipal services such as refuse disposal, snow removal, and pest control services.

6.4.2.1.3. Communications Equipment. Includes costs for permanently installed communications lines/equipment funded by the project.

6.4.2.1.4. Utilities in Existing Homes. Includes costs of utilities consumed in housing unit, including water, electricity, gas, fuel oil, coal, sewage, and base-produced utilities.

6.4.2.1.5. Other Expenses. Includes costs for property taxes, insurance and other operating expenses.

6.4.2.2. Maintenance Costs. Report all expenditures for COM, service orders/work requests, self- help, M&R of exterior systems, M&R of AT/FP systems and grounds maintenance. These costs do not include any expenses paid from CR&R funds.

6.4.2.2.1. Change of occupancy (COM)/Make Ready. Includes M&R work and cleaning done to prepare the housing unit for new occupant.

6.4.2.2.2. Service Orders/Work Requests. Includes service call-type requests (emergency, urgent, or routine).

6.4.2.2.3. Self Help. Includes costs from the PO-operated self-help store.

6.4.2.2.4. Maintenance and Repair—Exterior. Includes costs that directly benefit the GOQ for M&R of driveways, walks, fences and irrigation systems.

6.4.2.2.5. Force Protection, Anti-Terrorism. Includes costs to maintain and repair AT/FP items maintained by the PO.

6.4.2.2.6. Grounds Maintenance. Includes costs for M&R of the GOQ lawns, landscaping, and planting beds.

6.4.2.3. Repair Costs: Report all expenditures for repairs paid from the CR&R Budget.

6.4.2.3.1. M&R Paid with CR&R Funds. Includes M&R work paid from CR&R budget.

6.4.2.3.2. Exterior Utility M&R Paid with CR&R Funds. Includes M&R of exterior utility systems dominantly serving the GOQ.

6.4.2.3.3. M&R Damaged/Destroyed Home. Includes M&R work for homes damaged or destroyed during catastrophic events; does not include costs paid by insurance proceeds. **6.4.2.4 Reinvestment Account Costs.** Major renovation or replacement of GO units paid for from the Reinvestment Account.

6.5. How to Charge Government Costs. Determine O&M costs for GOQs in one of two ways, and charge accordingly:

6.5.1. If the costs are solely attributable to a GOQ, such as a maintenance project or contract cleaning for an individual unit, charge the entire cost to the GOQ.

6.5.2. If two or more units benefit from services (e.g., refuse collection, maintenance, shared garage), prorate the costs among all benefiting units. For utilities where units are not metered, determine a cost per square foot and establish the charge based on the unit size (**Paragraph A4.2**).

6.5.3. Charge costs to maintain and repair irrigation systems within 50 feet of the GOQ to that GOQ. If two or more units share an irrigation system, prorate the costs among all GOQs sharing the system, but in all cases charge only the cost within 50 feet of each GOQ. This policy is specific to irrigation systems, and the "exclusive use" provision in **Paragraph 3.3.6.2** does not apply.

6.6. How to Charge Project Owner Costs. The Privatized Housing PMO provides costs to the HMO at the end of each quarter using the PO Cost Workbook. The HMO is responsible to transfer the costs from the PO Cost Workbook to the appropriate line in the GOQ's QCR. **Attachment 4, Paragraph A4.9-12** discusses each category of PO costs.

6.7. Reporting Requirements. Record expenditures for each GOQ quarterly as prescribed in **Attachment 4**. Include government and PO costs for the entire year even if a GO only occupies the unit for a portion of the FY.

6.7.1. At the end of each quarter, installations submit their quarterly cost reports (QCRs) for MAJCOM approval through GFOM. MAJCOMs review the QCRs and either coordinate on the report or return it for further action. For the first and second quarters of each FY, once the MAJCOM coordinates on the QCR, it is returned to the installation for further reporting. For the third and fourth quarter of the FY, once the MAJCOM coordinates on the QCR it is forwarded to the HAF GOQ POC. HAF reviews each QCR and either coordinates on the report or returns it for further action. Once HAF completes 3rd quarter coordination, the report is returned through the MAJCOM to the installation for further reporting. Once HAF completes 4th quarter coordination the QCR is locked for editing by the MAJCOM and/or the installation. If further changes to the QCR are necessary at this point, they can only be done by the HAF GOQ POC.

6.7.2. AF Form 3826. At the end of quarter the installation will print an AF Form 3826 and detailed transaction for each GOQ using the report function of GFOM. **(T-1)**

6.7.2.1. The Housing Manager and BCE must sign the government and privatized section of the AF Form 3826; the Privatized Housing PMO representative signs the PO section. **(T-0)**

6.7.2.2. GOQ residents (if available at the duty station) must review and sign the AF Form 3826 to acknowledge expenditures. **(T-1)** The HMO representative furnishes the GOQ resident a copy of signed AF Form 3826.

6.7.2.3. Once the AF Form 3826 is signed the installation will upload the signed AF Forms 3826 plus detailed transaction sheets to the GFOM database. **(T-0)** In addition, the installation will upload the following documentation as needed: **(T-1)**

6.7.2.3.1. Copy of all grounds maintenance waivers for non-SCPs.

6.7.2.3.2. Approved waivers to the \$3,000 annual limit for minor alteration costs (or status of waiver request).

6.7.2.3.3. DD Form 1391 and cost data for any GOQ minor improvement project completed during the reporting FY.

6.7.2.3.4. Waivers to GOQ furnishings limits and waivers for early replacement of drapery and carpeting.

6.7.2.3.5. Receipt for tableware and linens, with description, itemization, cost, recipient, location, and date of issuance.

6.7.2.4. Retain AF Forms 3826 and detailed worksheets for 5 years to support 5-year furnishings limitations.

6.7.3. Using the approved QCRs for each FY, AF/A4CF consolidates and formats the GOQ expenditure data and sends it to SAF/IE, through SAF/IEE and SAF/IEI for approval. Once approved, the AF report is forwarded through the Assistant Secretary of the Air Force for Financial Management and Comptroller (SAF/FM) to OSD Comptroller (OSD(C)) who submits it to Congress.

6.7.4. After annual reports have been submitted, submit a revised AF Form 3826 when cost changes to a contract would affect statutory or regulatory compliance. However, the installation retains updated AF Forms 3826 incorporating the changes, at the installation.

6.8. Occupancy Period for Cost Reporting:

6.8.1. Report all government and PO costs for the entire FY if the GO (including a “frocked” GO) occupies the GOQ for any part of the FY. Do not report OMR costs for a housing unit designated for GO use but not occupied by a GO at any time during the FY. A brigadier general select is not considered a GO for purposes of reporting costs; however, when the brigadier general select is promoted to O-7, initiate OMR cost reporting for the entire FY.

6.8.2. When a GO occupies a unit not previously occupied by a GO during the same FY, the FH O&M \$35,000 OMR limit, 10 USC § 2884 \$50,000 reporting trigger, and annual cost reporting requirement applies. To avoid an ADA (Title 31 U.S.C. §1341) violation, analyze all FH O&M OMR expenditures to date and expenditures anticipated for the remainder of the FY. If it appears statutory limits may be exceeded for the FY, determine if anticipated expenditures can be adjusted to remain within the FH O&M OMR limit. If not, submit an out-of-cycle budget request to exceed the OMR limit. Do not allow the resident to move into the unit until it is certain that sufficient authority is available to adequately support the GO resident within the OMR limit for the balance of the FY.

6.8.3. If a GO occupies a unit for a portion of the FY and upon departure the unit is occupied by a non-GO during the same FY, the HMO must report the unit as a GOQ for that FY. **(T-0)** The \$35,000 OMR limit for total FY expenditures continues to apply. All OMR expenditures for the balance of the FY are reported against \$35,000 annual limit. If it appears statutory limits may be exceeded for the FY, determine if anticipated FH O&M expenditures can be adjusted to remain within the OMR limit. If not, submit an out-of-cycle budget request to exceed the limit. Do not allow the resident to move into the unit until it is certain

that sufficient authority is available to adequately support the non-GO resident for the balance of the FY.

6.8.4. For unique situations, consult with the MAJCOM to avoid exceeding these limits without prior authority.

JOHN B. COOPER,
Lieutenant General, USAF
DCS/Logistics, Engineering & Force Protection

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

5 U.S.C. § 552a, *Privacy Act of 1974*.

10 U.S.C. § 2831, *Military Housing Management Account*

10 U.S.C. § 2884, *Reports*

31 U.S.C. § 1341, *Anti-Deficiency Act*.

36 Code of Federal Regulations (CFR) 60.15(a)(1)-(4), *National Register of Historic Properties*.

DoDD 5105.53, *Director of Administration and Management*, 26 February 2008.

DoD 4165.63-M, *DoD Housing Management*, 28 October 2010.

AFPD 32-60, *Housing*, 4 March 2015.

AFI 32-6001, *Family Housing Management*, 21 August 2006.

AFI 32-6002, *Family Housing Programming, Design, and Construction*, 20 November 2015.

AFI 32-6004, *Furnishings Management*, 27 January 2016.

AFI 32-6005, *Unaccompanied Housing Management*, 29 January 2016.

AFI 32-6007, *Privatized Housing Management and Operations*, 1 Jun 2005.

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AFI 33-332, *Air Force Privacy and Civil Liberties Program*, 12 January 2015.

AFI 33-360, *Air Force Publications and Forms Management*, 25 Sep 2013.

AFI 33-364, *Records Disposition – Procedures and Policy*

AFI 65-501, *Economic Analysis*, 29 Aug 2011.

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AFMAN 33-363, *Management of Records*, 1 March 2008.

Air Force Family Housing Guide for Planning, Programming, Design and Construction, 1 August 2004.

ETL 07-4, *Air Force Carpet Standards*, 28 March 2007.

Prescribed Forms:

AF Form 3826, *Quarterly Cost Report for General Officer Quarters*.

AF Form 228, *Furnishings Custody Receipt and Condition Report*.

Adopted Forms:

AF Form 847, *Recommendation for Change of Publication*.

DD Form 1391, *Military Construction Project Data*.

SF 1164, *Claim for Reimbursement for Expenditures on Official Business*.

Abbreviations and Acronyms**11 LRS—11th Logistics Readiness Squadron**

ABA—Architectural Barriers Act

ACF—Area Cost Factor

ADA—Americans with Disabilities Act

AF/CC—Air Force Chief of Staff

AF/CV—Air Force Vice Chief of Staff.

AF/CVA—Air Force Assistant Vice Chief of Staff

AF/A4—Deputy Chief of Staff, Logistics, Engineering & Force Protection

AF/A4C—Deputy Chief of Staff, Logistics Engineering & Force Protection, Director of Civil Engineers

AF/A4CF—Deputy Chief of Staff, Logistics Engineering & Force Protection, Directorate of Civil Engineers, Facilities Division

AF/A4CFH—Deputy Chief of Staff, Logistics Engineering & Force Protection, Directorate of Civil Engineers, Facilities Division, Housing

AFCEC—Air Force Civil Engineering Center

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFMS—Air Force Manpower Standard

AFRIMS—Air Force Records Information Management System

ANG—Air National Guard

AFDW—Air Force District of Washington **AFMAN**—Air Force Manual

AFRC—Air Force Reserve Command **AFPD**—Air Force Policy Directive

ANG—Air National Guard

APF—Appropriated Funds

AT/FP—Antiterrorism/Force Protection **BCE**—Base Civil Engineer

BES—Budget Estimate Submission

BY—Budget year

CENTCOM—Central Command

CFR—Code of Federal Regulations

CMS—Capabilities-Based Manpower Standards

CMSAF—Chief Master Sergeant of the Air Force

COM—change of occupancy maintenance

CONUS—Continental United States
CR&R—Capital Repair and Replacement (plan/funds)
CSAF—Chief of Staff of the Air Force
DCS—Deputy Chief of Staff
DoD—Department of Defense
EA—Economic Analysis
EC&E—extraordinary costs and expense
ETL—Engineering Technical Letter
FH—family housing
FHMP—Family Housing Master Plan
FMS—Furnishings Management Section
FY—Fiscal Year
GO—General Officer
GOQ—General Officer Quarters
GPC—Government Purchase Card
HCP—Housing Community Profile
HERC—Housing Education Review Committee
HMO—Housing Management Office (government/leased)
HP—Housing Privatization
IAW—in accordance with
IFP—individual facility profile
IMT—information management tool
JSIVA—Joint Service Integrated Vulnerability Assessment
K&E—key and essential
M&R—maintenance and repair
MAJCOM—Major Command
MFH—Military Family Housing (Funds)
MOA—memorandum of agreement.
NDAA—National Defense Authorization Act.
O&M—operations and maintenance
OMR—operations, and maintenance and repair
OPR—office of primary responsibility

OSD (AT&L)—Office of the Secretary of Defense, Acquisition, Technology and Logistics
OSD (DA&M)—Office of the Secretary of Defense, Director of Administration and Management
PCS—permanent change of station
PH—privatized housing
PMO—Property Management Office (Privatized Housing PMO)
PO—project owner
POC—point of contact
RAC—risk assessment code
RSC—reason code
RDS—Records Disposal Schedule
SAF—Secretary of the Air Force
SAF/FMB—Deputy Assistant Secretary of the Air Force, Budget
SAF/IE—Deputy Assistant Secretary of the Air Force, Installations, Environment & Energy
SAF/IEE—Deputy Assistant Secretary of the Air Force, Environment, Safety and Infrastructure
SAF/IEI—Deputy Assistant Secretary of the Air Force, Installations
SF—standard form
SCP—Special Command Position
SHPO—State Historic Preservation Office
SOCOM—Special Operations Command
SOQ—senior officer quarters
SOUTHCOM—Southern Command
TD—transaction document
TDY—temporary duty
TRANSCOM—Transportation Command
UMD—unit manning document
USAFA—United States Air Force Academy
UDR—Unaccompanied or Dependent Restrictive (tour)
UFC—Unified Facilities Criteria
U.S.C—United States Code
VCSAF—Vice Chief of Staff of the Air Force

Terms

Air Force Civil Engineering Center (AFCEC)—Agency of the Air Force Civil Engineer that supports housing privatization (HP) efforts for project definition, acquisition, portfolio management and program operations support.

Air National Guard (ANG)—Federally recognized ANG of each state, the District of Columbia, Commonwealth of Puerto Rico, Guam, and the Virgin Islands.

Annual Plan—Plan prepared before the beginning of each FY that identifies programmed and recurring work and services required during the coming year.

Change of Occupancy Maintenance (COM)—Minor M&R and cleaning to prepare GOQ for new residents; includes minor M&R of floors, walls, ceiling finishes, and electrical and plumbing fixtures.

CONUS (Continental United States)—The 48 continuous states and District of Columbia.

Dwelling Unit (GOQ)—Single structure or part of a multiple-family building, including carport, garage, driveway, or other associated parking; grounds; patio; privacy fence; utility service lines; and other structures associated with that unit.

Entertainment Areas—Areas used for public entertainment; includes entrance foyer, living room, dining room, den, library, family room, kitchen area, porches, patios, and connecting sidewalks, stairways and hallways.

Exterior Appurtenances—Facility, system, or component outside the living area of the FH unit, such as garages, carports, patios, decks, porches, and fences.

Extraordinary Cost & Expense (EC&E)—Costs for work on any privatized unit that benefits a tenant, but is not included in the selected offer and associated plans, or GOQ Individual Facility Profiles as consistent with the selected offer. Extraordinary costs may include changes or alterations to the physical layout of a dwelling unit, expansions that increase the unit area, services or service levels not included in the selected offer, chattel replaced or services provided before the end of their useful life, excluding damaged or requested items replaced and charged to the tenant. Extraordinary costs exclude all routine operation and maintenance activities.

Foreign OCONUS—All foreign locations except Alaska, Hawaii, Guam, Commonwealth of Puerto Rico and U.S. territories and possessions.

Frocked—Member receives and is allowed to wear a rank prior to officially receiving the financial benefits of the rank.

Furnishings—Furniture, stand-alone appliances and equipment, window treatments, and amenities (such as lamps, mirrors, and rugs) identified in [Attachment 3, Table A3.1](#)

General Officer Quarters (GOQ)—FH unit assigned to a GO (including those frocked to O-7) or civilian GO-equivalent, and includes grounds, walks, driveways, other paved areas, and structures on the grounds for the exclusive use of the residents.

General Officer Quarters (GOQ) Maintenance and Repair (M&R) Limit (Annual Military Construction Appropriations Act)—Annual \$35,000 (or as notified) cost limit for all M&R (P-722) expenses, including COM, minor/routine M&R, major M&R, grounds maintenance, and minor alterations.

General Officer Quarters (GOQ) Operations, Maintenance, and Repair (OMR) Limit (10 U.S.C. § 2831)—Annual \$35,000 (or as notified) cost limit for all management (P-721.1), services (P- 721.2), furnishings (P-721.4), and M&R (P-722) costs; M&R includes change of occupancy, minor/routine M&R, major M&R, grounds maintenance, and minor alterations.

GOQ Master Plan—Air Force plan that captures GOQ facility data, identifies improvements, major and minor M&R requirements, and provides recommendations and cost estimates for each GOQ based on a whole-house perspective; plan defines GOQ requirements, which are integrated into the Housing Community Profile (HCP), to prioritize funding allocations through the Air Force Family Housing Master Plan (FHMP).

GOQ Management Team—Team established by the Commander, comprised of POCs from HMO and Privatized Housing PMO (as a minimum), serving as the installation focal point for all GOQ matters and interfacing with other installation agencies and GOQ residents.

Government-leased Housing—Commercial housing units acquired through a lease between the Air Force and a lessor with the lease costs paid by the AF MFH program. This does not include housing acquired through the Military Housing Privatization Initiative (MHPI) authorities provided in the National Defense Authorization Act of FY1996.

Government-owned Housing—Housing units acquired by the Air Force through country-to-country agreements, transfer from other military services, or constructed with MFH MILCON funds.

Grounds Maintenance—Routine lawn/landscaping maintenance actions such as mowing, edging, raking, planting annuals, tree trimming, maintaining shrubbery, herbicide treatments, fertilizing, pruning, mulching, and provision of related materials from self-help store.

Individual Facility Profile (IFP)—Profile of each government-owned GOQ, including facility data such as age and condition of home, improvement and major M&R requirements, and work estimates accomplished via the O&M program or a whole-house improvement project; updated every 3 years in conjunction with update of the HCP; and the corporate view that supports GOQ M&R, minor alterations, and improvement projects.

Improvements—MFH Post Acquisition-funded (P-713) work that changes the physical layout or adds to the overall area of the dwelling unit and should revitalize the unit to last another 25 years.

Major Maintenance & Repair (M&R)—M&R work where the cost of materials and labor exceeds \$2,500. Generally, work necessary to fix or replace existing systems and their components nearing the end of their useful lives; requirements may not be split to remain under the \$2,500 defined cost.

Minor Alteration—Construction or improvement (new) work typically performed in support of an M&R project and funded with MFH M&R funds (P-722); installs or constructs systems, or features that do not currently exist or changes systems, features, or spaces that already exist, and is for interior and exterior work consistent with Air Force GOQ IFP and GOQ standards.

Minor Maintenance and Repair (M&R)—Day-to-day M&R work (P-722 funded) with a total cost of \$2,500 or less, performed in response to service calls or job orders and accomplished by contract or in-house personnel.

Net Floor Area—Generally, living area within exterior walls, excluding unfinished basements or attics, utility service space or bulk storage (in place of a basement), attic, laundry rooms, garage, carport, open or screened porches, decks, and stairwells; in multifamily dwellings, excludes common stairwells, halls, entries, and other common areas.

Non-Foreign OCONUS—Areas outside the 48 contiguous states and District of Columbia, including Alaska, Hawaii, Guam, Commonwealth of Puerto Rico and U.S. territories and possessions.

Neutral Color—Neutral colors such as beige, taupe, or off-white in a light to medium range that provide a flexible background that can integrate with the decor of successive residents.

OCONUS (Outside the Continental United States)—All areas outside CONUS (includes foreign and non-foreign locations).

Overseas—Foreign OCONUS locations.

Privatized Housing—Housing units acquired through the Military Housing Privatization Initiative (MHPI) authorities provided in 10 USC 2871 through 2885.

Privatized Housing Property Management Office (Privatized Housing PMO)—Private company that provides the day-to-day operations of a privatized housing project.

Project Owner (PO)—Owner of privatized housing provided through MHPI including financing, capital and reinvestment.

Readily Removable Communications Equipment—Mission-essential equipment that can be unplugged and removed and is dependent on, but not a part of, installed infrastructure, such as fiber optics cable.

Special Command Position (SCP)—Position designated by OSD (DA&M) IAW DoD 5105.53-D, occupied by a GO or civilian GO-equivalent, with public entertainment responsibilities that require incumbent to represent interests of the United States in official and social activities involving foreign or domestic dignitaries ([Paragraph A2.1.1](#)).

Special Command Position (SCP) Supplemental Allowance—Additional SCP annual \$1,000 allowance for items required for official entertainment, such as small cookware, serving pieces or tableware not listed in [Attachment 3, Table A3.1](#); items not charged against any other allowance but they are charged against the OMR limit.

Tableware—SCP special allowance items (or amenities), including Air Force china, glassware and silver service.

Window Coverings—M&R-funded (P-722) items, integral to a dwelling, covering windows to provide privacy and control lighting; provided on all windows and includes shades, shutters, blinds (vertical and horizontal wood, aluminum, vinyl), and associated hardware.

Window Treatments—Furnishings-funded (P721.4) items used to decorate windows; SCP and non-SCP units are authorized window treatments as shown in [Attachment 3, Table A3.1](#); include draperies, curtains, sheers, fabric blinds, rods, valances, cornices, and associated hardware; restricted to items neutral in color and constructed of quality materials with at least a 7- year life expectancy.

Attachment 2

SPECIAL COMMAND POSITION (SCP) DESIGNATION AND APPROVED AIR FORCE POSITIONS

A2.1. OSD (DA&M) designates certain positions as SCPs which provides an authorization for additional furnishings and amenities support at government-owned/leased and privatized housing. These designations are only extended when it is absolutely necessary.

A2.1.1. An SCP is a position occupied by a GO or civilian GO-equivalent that carries extensive hosting responsibilities at the individual quarters in order to represent the interests of the Nation.

A2.1.2. OSD approved a limited number of positions in three categories:

A2.1.2.1. 0-10 positions with broad representational requirements

A2.1.2.2. Key command positions outside CONUS

A2.1.2.3. Positions at education institutions

A2.1.3. The following Air Force-specific special command positions have been approved by OSD:

O-10, Chief of Staff, U.S. Air Force.

O-10, Vice Chief of Staff, U.S. Air Force.

O-10, Commander, Pacific Air Forces.

O-10, Commander, U.S. Air Forces in Europe.

O-10, Commander, Air Combat Command.

O-10, Commander, Air Force Materiel Command.

O-10, Commander, Air Force Global Strike Command

O-10, Commander, Air Mobility Command.

O-10, Commander, Air Force Space Command.

O-09, Commander, Air Education and Training Command.

O-09, Commander, Air University.

O-09, Superintendent, U.S. Air Force Academy.

O-09, Deputy Commander, United Nations Command & US Forces Korea (7th Air Force).

A2.1.4. Other non-Air Force Service SCP positions and joint SCP positions may be supported at an Air Force installations.

A2.1.4.1. The 11 LRS supports non-Air Force SCPs assigned to Air Force installations. Ensure items provided to the non-Air Force SCP by their primary Service are considered before issuing additional items ([Paragraph 5.2.1](#), [5.2.1.1](#), and [5.2.1.2](#), [5.5](#) and [Attachment 3, Table A3.1](#)).

Attachment 3

FURNISHINGS AND AMENITIES ALLOWANCES GENERAL OFFICER QUARTERS (GOQ)

Following is a listing of GOQ furnishings for SCP incumbents and supplemental furnishings for GOs, Brigadier General selects, O-6 Commanders, Chief Master Sergeant of the Air Force (CMSAF), and GO civilian equivalents (Senior Executive Service). SCP items are subject to a \$10,000 annual and \$40,000 5-year cost limit. Non-SCP items are subject to a \$6,000 annual and \$20,000 5-years cost limit. Notes at the end of this attachment apply.

Table A3.1. General Officer Quarters Furnishings Authorizations.

Part A—Room and Outdoor Area Furnishings (Note 1,7)		
Item	SCP	General Officer, Brigadier General Selectee, O-6 Commander, CMSAF, Civilian SES
LIVING ROOM		
Sofa	As required	1
End Tables	As required	2
Coffee Table	1 per sofa	1
Easy chair	As required	2
Wing back chair	As required	2, in lieu of easy chairs
Occasional table	As required	As required
Table lamp	As required	1 per table
Desk	1	1
Desk chair	1	1
Desk lamp	1	1
Bookcase	1, if not built in	1, if not built in
Ottoman	As required	1
Framed mirror	1	1
Floor lamp	As required	As required
Window treatments	As required	As required
Area rugs	As required, when installed carpet is not present	As required, when installed carpet is not present
Fireplace set and screen	1 per fireplace	1 per fireplace
Sound System (coverage in entertainment areas; excludes all bedrooms)	1	Not authorized
Radiator Cabinet (Wood)	As required, where radiators exist	As required, where radiators exist
DINING ROOM		
Dining table	1	1
Table Pad	1	1
Dining chair (arm)	2	2

Part A—Room and Outdoor Area Furnishings (Note 1,7)		
Item	SCP	General Officer, Brigadier General Selectee, O-6 Commander, CMSAF, Civilian SES
Dining chair (side)	As required, NTE seating capacity of dining table less 2 dining chairs with arms	6, with additional NTE seating capacity of dining table less 2 dining chairs with arms
China cabinet	1, if not built in	1, if not built in
Buffet	As required	1
Server	As required	1, in lieu of buffet
Serving cart (tea)	1	1
Framed mirror	1	1
Floor lamp	As required	As required
Table lamp	As required	2 per buffet
Window treatments	As required	As required
Area rugs	As required, when installed carpet is not present	As required, when installed carpet is not present
Radiator Cabinet (Wood)	As required, where radiators exist	As required, where radiators exist
KITCHEN AREA		
Kitchen table	1	Not authorized
Kitchen chair	4	Not authorized
Window treatments	As required	Not authorized
Clothing locker	1, if no closet exists	Not authorized
Step stool	1	Not authorized
Wine Rack/Shelves	As required	Not authorized
Counter stool	4	4
Radiator Cabinet (Wood)	As required, where radiators exist	As required, where radiators exist
MAIN HALLWAY		
Arm chair	2	2
Occasional table	As required	1
Framed mirror	1	1
Table lamp	1 per occasional table	1
Floor lamp	1	1
Window treatments	As required	As required
Area rugs	As required, when installed carpet is not present	As required, when installed carpet is not present
Radiator Cabinet (Wood)	As required, where radiators exist	As required, where radiators exist
ENTRY WAY (FOYER)		
Easy chair	As required	1
Writing desk	1	Not authorized
Desk chair	1	Not authorized
Occasional table	As required	1

Part A—Room and Outdoor Area Furnishings (Note 1,7)		
Item	SCP	General Officer, Brigadier General Selectee, O-6 Commander, CMSAF, Civilian SES
Library table	1	Not authorized
Bookcase	1, if not built in	1, if not built in
Coat rack	As required	As required
Framed mirror	As required	1
Floor lamp	As required	1
Table lamp	As required	1
Artificial plants	As required	Not authorized
Historical interior name plaque	As required, for each resident	As required, for each resident
Window treatments	As required	As required
Area rugs	As required, when installed carpet is not present	As required, when installed carpet is not present
Radiator Cabinet (Wood)	As required, where radiators exist	As required, where radiators exist
FAMILY ROOM/DEN		
Sleeper sofa	1	1
Easy chair	2	1, in lieu of wing back chair
Wing back chair	2	1, in lieu of easy chair
End tables	As required	2
Coffee table	1	1
Occasional table	As required	1
Desk	1	1
Desk chair	1	1
Bookcase	As required, if not built in	1, if not built in
Lateral or vertical file cabinet	1	Not authorized
Ottoman	1	1
Magazine Rack	1	1
Desk Lamp	1	1
Table lamp	As required	1 per table
Floor lamp	As required	As required
Fireplace set and screen	1 per fireplace	1 per fireplace
Window treatments	As required	As required
Area rugs	As required, when installed carpet is not present	As required, when installed carpet is not present
Radiator Cabinet (Wood)	As required, where radiators exist	As required, where radiators exist
GUEST BEDROOM		
Bed frame	As required	Not authorized
Headboard	Size and type, as required	Not authorized
Box spring	Size and type, as required	Not authorized
Mattress	Size and type, as required	Not authorized
Night Stand	1 per twin bed/2 per queen bed	Not authorized

Part A—Room and Outdoor Area Furnishings (Note 1,7)			
Item	SCP		General Officer, Brigadier General Selectee, O-6 Commander, CMSAF, Civilian SES
Table lamp	1 per night stand		Not authorized
Wardrobe	1, if not built in or no closet exists		Not authorized
Dresser	1		Not authorized
Dresser mirror	1 per dresser		Not authorized
Framed mirror	1, in lieu of dresser mirror		Not authorized
Chest of drawers	1, in lieu of dresser		Not authorized
Side chair	1		Not authorized
Window treatments	As required		Not authorized
Radiator Cabinet (Wood)	As required, where radiators exist		As required, where radiators exist
MAIN PORCH, PATIO OR DECK (Note 9)			
Outdoor dining table	2		1
Umbrella with base for dining table	2		1
Outdoor dining chair	6 per table		4 per table
Porch chair	2		2
Chaise	4		2
Glider/settee	2		1
Patio end/coffee table	2 end tables or 1 coffee table but not both		2 end tables or 1 coffee table but not both
Table lamp	1 per table		1 per table
Portable gas grill	1		Not authorized
Patio heater	As required		1
Furniture covers	As required		As required
Part B—China, Glassware, Flatware, Silver Service, and Table Linen (Items subject to \$1,000 annual replacement allowance)			
Item	SCP		General Office, Brigadier General Selectee, O-6 Commander, Civilian SES
STANDARD CHINA SET (Note 2)			
	Crested	Non-Crested	
Plate, place (charger)	24	24	Not authorized
Plate, dinner	24	24	Not authorized
Plate, fish	24	Not available	Not authorized
Plate, bread and butter	24	24	Not authorized
Plate, dessert	24	Not available	Not authorized
Plate, salad	24	Not available	Not authorized
Plate, dessert/salad	Not available	24	Not authorized
Plate, cream soup	24	24	Not authorized
Plate, luncheon	Not available	24	Not authorized

Part A—Room and Outdoor Area Furnishings (Note 1,7)			
Item	SCP		General Officer, Brigadier General Selectee, O-6 Commander, CMSAF, Civilian SES
Saucer, tea	24	24	Not authorized
Saucer, demitasse	24	24	Not authorized
Cup, tea	24	24	Not authorized
Cup, demitasse	24	24	Not authorized
Cream, soup	24	24	Not authorized
STANDARD GLASSWARE (Note 2)			
Glass, highball	24	24	Not authorized
Glass, on-the-rocks	24	24	Not authorized
Flute, champagne	24	24	Not authorized
Saucer, champagne	24	24	Not authorized
Bowl, finger	24	Not available	Not authorized
Goblet, white wine	24	Not available	Not authorized
Goblet, red wine	24	Not available	Not authorized
Goblet, sherry	24	Not available	Not authorized
Goblet, water	24	24	Not authorized
Goblet, wine	Not available	24	Not authorized
Goblet, iced beverage	Not available	24	Not authorized
MISCELLANEOUS CRYSTAL AND SILVER (Note 2)			
	Crested	Non-Crested	
Crystal Salt and Pepper Shakers	Not available	As Required	Not authorized
Dish, chaffing	Not available	As Required	Not authorized
STANDARD SILVER FLATWARE (Note 2)			
Fork, oyster	Not available	24	Not authorized
Fork, salad	Not available	24	Not authorized
Fork, fish	Not available	24	Not authorized
Fork, dessert	Not available	24	Not authorized
Fork, dinner	Not available	24	Not authorized
Knife, fish	Not available	24	Not authorized
Knife, dessert	Not available	24	Not authorized
Knife, butter	Not available	24	Not authorized
Knife, dinner	Not available	24	Not authorized
Knife, steak	Not available	24	Not authorized
Spoon, soup	Not available	24	Not authorized
Spoon, demitasse	Not available	24	Not authorized
Spoon, dessert	Not available	24	Not authorized
Teaspoon	Not available	24	Not authorized
Teaspoon, iced	Not available	24	Not authorized
STANDARD SILVER FLATWARE SERVING SET (Note 2)			
Scraper, crumb	Not available	As required	Not authorized
Spoon, salad serving	Not available	As required	Not authorized
Fork, salad serving	Not available	As required	Not authorized

Part A—Room and Outdoor Area Furnishings (Note 1,7)			
Item	SCP		General Officer, Brigadier General Selectee, O-6 Commander, CMSAF, Civilian SES
Ladle, gravy	Not available	As required	Not authorized
Server, cake or pie	Not available	As required	Not authorized
Tablespoon	Not available	As required	Not authorized
SILVER SERVING ITEMS (Note 2)			
	Crested	Non-Crested	
Round Server	Not available	2	Not authorized
Oval server	Not available	2	Not authorized
Dish, vegetable	Not available	As required	Not authorized
Dish, well and tree	Not available	As required	Not authorized
Gravy boat	Not available	As required	Not authorized
Tray, bread	Not available	As required	Not authorized
Tray, serving	Not available	As required	Not authorized
SILVER TEA AND COFFEE SERVICE (Note 2)			
Kettle, water, hot	Not available	2	Not authorized
Teapot	Not available	2	Not authorized
Bowl, sugar with cover	Not available	2	Not authorized
Pitcher, cream	Not available	2	Not authorized
Pot, coffee	Not available	2	Not authorized
Tray, serving	Not available	2	Not authorized
TABLE LINEN			
Tablecloth	12, to fit various sizes and configurations of dining table		Not authorized
Napkin	48		Not authorized
Placemat	48		Not authorized
Part C—Appliances and Equipment (Notes 1, 3, 4, 5, 8, 10)			
Item	SCP		General Officers, Brigadier General Selectees, O-6 Commanders, CMSAF, Civilian SES
Refrigerator with icemaker	Not to exceed 2		1
Freezer	1		1
Range	Not to exceed 2		1
Oven (Wall Mounted)	2 (in lieu of range)		1
Cooktop	1 6-burner (in lieu of range)		1
Dishwasher	Not to exceed 2		1
Microwave oven	1		1
Trash compactor	1		1
Ice maker, free standing	1		1
Clothes washer	1		1—Overseas only
Clothes dryer	1		1—Overseas only
Wine refrigerator/cooler	1		Not authorized

Part A—Room and Outdoor Area Furnishings (Note 1,7)		
Item	SCP	General Officer, Brigadier General Selectee, O-6 Commander, CMSAF, Civilian SES
Hot water dispenser	1	Not authorized
Ice cream maker	1	Not authorized
Mixer, stand-alone	1	Not authorized
Vacuum sealer	1	Not authorized
Food processor	1	Not authorized
Blender	1	Not authorized
Steamer (For linens)	1	Not authorized
Iron (For linens)	1	Not authorized
Ironing board (For linens)	1	Not authorized
Vacuum cleaner with attachments	1	Not authorized
Carpet cleaner with attachments	1	Not authorized
Leaf blower/vacuum/mulcher	1	Not authorized
Protective Packing for SCP Part B Authorizations	As needed	Not authorized
Part D—Miscellaneous SCP Supplemental \$1,000 Allowance (Note 6)		
Item	SCP	General Officer, Brigadier General Officer Selectees, O-6 Commander, CMSAF, Civilian SES
Supplemental items required for official entertainment	As required	Not authorized
NOTES: ¹ MAJCOM/CCs may increase or limit quantities as deemed necessary. Next higher authority (AF/CV) must approve requests for MAJCOM/CC, CMSAF, and other GOs who are and equivalent grade to the AF/CV and may not approve requests for their own homes. Requests for items not in Section A, or C must be submitted to AF/A4C. Submit fully justified requests as described in Paragraph 5.4.2 . See Note 6 for SCP miscellaneous supplemental allowance items. ² Items displaying the Air Force crest are provided to Air Force members only. Items provided for Joint service positions filled on a rotational basis or by another Service and for which the Air Force has administrative responsibility may not contain an Air Force crest since these items must be appropriate for use by SCPs from all DoD components. Each SCP is authorized one set of china and glassware (either crested or non-crested) unless approved by AF/CV. Quantities for all items are limited by Part B; submit waivers to A4C, which are approved/disapproved by AF/CV. ³ SCPs are authorized commercial-grade appliances. ⁴ A second refrigerator may be substituted for the food freezer. ⁵ When space does not accommodate a built-in appliance, provide a stand-alone appliance. ⁶ The annual \$1,000 SCP Miscellaneous supplemental allowance applies to additional items, not included in Attachment 3, Table A3.1 , but required for official entertainment. Items may include kitchen utensils, glass punch bowls, cookware, hand-held vacuum, and doormats. Note: This list is not all-inclusive; other items may be purchased, as needed. ⁷ Three pool tables are authorized for USAFA only, for joint use by cadets. One is assigned to		

Part A—Room and Outdoor Area Furnishings (Note 1,7)		
Item	SCP	General Officer, Brigadier General Selectee, O-6 Commander, CMSAF, Civilian SES
<p>Superintendent, one to the Commandant, and one for the Dean.</p> <p>⁸ SCPs are authorized protective packing to protect and maintain china, glassware, flatware, and silver service. If built-in containers are provided within the housing unit specifically designed for these items (i.e., closet, cabinets, etc.) do not purchase additional containers.</p> <p>⁹ Installations are authorized to purchase covers for items listed in this section if required due to climatic conditions and/or lack of storage.</p> <p>¹⁰ Do not provide any appliance/equipment item already provided by the privatized housing project owner.</p>		

Attachment 4

INSTRUCTIONS FOR COMPLETING THE GFOM QUARTERLY COST REPORT (QCR)

Complete a QCR for all housing units used as GOQs during the FY regardless of the length of time occupied by the GO, including those re-designated as unaccompanied housing, if occupied by a GO. This requirement applies to all government and PO expenditures in all GOQs (government-owned/leased and privatized).

A4.1. Section I-1. Operations:

A4.1.1. Admin and Management (AC 721.11, 721.12, and 727): Enter all government administration costs to support the GOQ (government-owned/leased or privatized). This includes an appropriate share of FH functions such as HMO personnel salaries, supplies, equipment, custodial services, and occupancy inspections and surveys. This also includes other GOQ support services such as GOQ managers and cost recording and analysis. Costs for support provided to all units on base should be distributed across all units. Costs for support provided only to the GOQs on the installation should be distributed to the benefiting units as appropriate.

A4.1.2. Services (AC 721.21 and 721.29):

A4.1.2.1. **(721.21)** Enter prorated municipal type services, such as refuse collection and disposal, entomological services, and custodial services. Report fire and police protection services only when manpower standards identify personnel to support government-owned/leased family housing exclusively. Prorate the costs among the housing units (GOQ and non-GOQ) receiving the services.

A4.1.2.2. **(721.29)** : Enter non-prorated services provided to the GOQ.

A4.1.3. Furnishings:

Include costs in four categories. Charge all costs against the \$35K OMR limit.

A4.1.3.1. Furnishings – charged against \$6K/\$10K limit (AC 721.41-42): Charge costs for initial- issue government-owned furnishings, replacement window treatments (draperies, curtains, sheers, rods, valances, cornices, and supporting hardware), and furniture refinishing and reupholstering against the annual \$6,000 furnishings allowance ([Attachment 3, Table A3.1](#)).

A4.1.3.2. Furnishings – not charged against \$6K/\$10K limit (AC 721.41-42): Include costs for freestanding (not installed) appliances and equipment (includes purchase, installation, M&R); for furniture (shipping, moving, handling, installation, repair, and storage); name plaques (interior record of residents); initial issue window treatments, and cleaning window treatments and table linen. Also commercial shipping costs for items delivered to base FMS stocks at OCONUS locations.

A4.1.3.3. SCP Tableware & Linen Allowance (AC 721.41-42) (SCP only): Include costs for tableware and linen. These costs have a \$1,000 annual limit.

A4.1.3.4. SCP Miscellaneous Supplemental Allowance (AC 721.41-42) (SCP only): Include costs for items required for official entertainment, such as small cookware, serving pieces, and tableware items not provided in [Attachment 3, Table A3.1](#) These costs have a \$1,000 annual limit.

A4.1.4. Miscellaneous (AC 721.51 & 721.53):

A4.1.4.1. **(721.51)** Miscellaneous Government Dwellings: Include costs for country-to-country agreements, accommodation charges, reimbursement to other U.S. Government agencies for government-owned FH units, and other FH operational costs not included elsewhere. It does not include real estate taxes paid to a foreign government.

A4.1.4.2. **(721.53)** Include non-BCE direct costs incurred to support government-owned FH units: Costs provide for, (1) contracting office and (2) other, as applicable. Report costs applicable to the unit being reported. Report non-BCE personnel costs when manpower standards identify positions to support government-owned/leased FH exclusively and the personnel are funded by or reimbursed with FH funds. Do not duplicate costs reported in [Paragraph A4.1.2.1.](#) (721.21).

A4.1.5. Sub-Total Operations (Add Section I-1, Lines 1-4)

A4.1.6. Non-MFH Appropriated Expenditures: Include all non-MFH costs (e.g. readily removable communications equipment). See [Attachment 1](#) for the definition of readily removable.

A4.2. Section I-2. Utilities (AC 728.11 & 728.12): Enter the costs of utilities consumed in government-owned family dwelling units. Also include the cost of utility services furnished to and reimbursed by civilian residents of CONUS government GOQs. It includes cost of:

A4.2.1. Water procured or produced for consumption.

A4.2.2. Electricity procured or produced.

A4.2.3. Gas, fuel oil, and coal procured (including delivery costs, if applicable). A4.2.4. Sewage disposal procured or produced.

A4.2.5. Base-produced utilities transferred to FH, cost of heating and air conditioning plant operations, and cost of other utilities or fuels, such as steam and coal, provided to government-owned family dwelling units. If utilities are metered, report the direct charges incurred, which includes a charge for amortization, during the reporting period for the unit being reported. If not metered, divide the total costs incurred during the reporting period of each utility by the total square footage of all housing units, then multiply by the square footage of the individual GOQ unit being reported.

A4.3. Section I-3. Maintenance/Repair/Minor Alterations: Report direct government costs applicable to the unit being reported. See [Attachment 1](#) for definition of change of occupancy, minor M&R, major M&R, grounds maintenance, and minor alteration.

A4.3.1. Change of Occupancy (AC 722.62):

A4.3.1.1. Enter minor M&R COM work and cleaning for housing units when occupancy changes. Minor M&R may include, but is not limited to, floor, wall, and ceiling finishes; electrical and plumbing fixtures; and cleaning, where cost for each item of work is \$2,500

or less. Report work items, including interior painting and major floor repair or replacement, costing more than \$2,500 in Section I-3, Line 3, Major M&R.

A4.3.1.2. Report all minor M&R work done other than during COM on Line 2 (Minor/Routine M&R). Report all maintenance, normal and COM, on foreign (724) and domestic (726) leases under Item 3, Major M&R.

A4.3.2. Minor/Routine M&R (AC 722.62, 722.66, 722.81, 722.96), costing \$2,500 or less:
A4.3.2.1. (722.62) Minor and routine M&R of government housing except work done during COM. Includes M&R of equipment, such as water heaters, dishwashers, and garbage disposals and annual carpet cleaning (**Paragraph 3.3.6.3**).

A4.3.2.2. **(722.66)** Cost of items from the self-help store used to make minor repairs in government- owned FH:

A4.3.2.3. **(722.81)** Cost to repair driveways, walks, fences, and irrigation systems.

A4.3.2.4. (722.96) Cost to repair AT/FP items.

A4.3.3. Major M&R with costs exceeding \$2,500 (AC 722.71, 722.81, 722.96, 724, 726):
A4.3.3.1. (722.71) M&R of exterior utility systems, up to 5 feet from the GOQ, that primarily serve FH units or areas. It includes permanently installed communications/AT/FP requirements such as fiber optic cables. It excludes utility lines or mains that may pass through or in front of FH locations but which serve other base locations and facilities.

A4.3.3.2. **(722.81)** Cost exceeding \$2,500 to repair driveways, walks, fences, and irrigation systems. A4.3.3.3. (722.96) Major M&R projects, including AT/FP, on government-owned/leased FH units, including those damaged or destroyed, and annual carpet cleaning where costs exceed \$2,500. See **Attachment 1** for the definition of major M&R.

A4.3.3.4. **(724)** Maintenance and Repair (includes Make Ready work) of Leased Family Housing (FH) - Foreign Leases: All maintenance, including COM, for foreign leased FH, when not provided by the lessor. The cost of make ready work may not exceed 30 percent of the first year annual rental cost (AFI 32-9001, *Acquisition of Real Property*, **Paragraph 3.7**).

A4.3.3.5. **(726)** Maintenance of Leased Family Housing (FH) - Domestic Leases: All maintenance, whether provided by the lessor or separately contracted by the government.

A4.3.4. Grounds Maintenance (AC 722.67, 722.81): Maintenance of GOQ grounds, when authorized (routine lawn-type services, such as mowing, edging, planting annuals, tree-trimming, fertilizing, pruning, and mulching). Include items from the self-help store used for grounds maintenance. Charge costs for repair to yards, driveways, walks, fences, landscape lighting, tree/shrub removal and planting, and irrigation systems to minor or major M&R (Line 2 or 3) as appropriate.

A4.3.5. Minor Alterations (AC 722.91, 722.92, 722.96): Minor alterations to government-owned dwellings and other real property and buildings directly associated with a FH area. This work is construction-type work typically performed in support of an M&R project. The installation may approve up to \$3,000. For work over \$3,000, but not exceeding \$7,500, attach the MAJCOM waiver approval. See **Attachment 1** for the definition of minor alterations. With approval, AT/FP work is not charged against the minor alteration limit, but

still requires identification as a minor alteration and charged against the \$35,000 limits (**Paragraph 2.5.2**).

A4.3.6. Sub- Total M&R (add Section I-3, Lines 1-5).

A4.4. Section I-4. Leases: (AC 723 – Foreign; 725 - Domestic): Include only if the GOQ unit being reported is a government – leased as defined in **Attachment 1**.

A4.4.1. **(723)** Operating Costs of Leased Family Housing (FH) - Foreign Leases: Includes leasing FH overseas from private owners or foreign government agencies; utilities, if not provided by the lessor; and services such as refuse collection, if separately contracted for by the government.

A4.4.2. **(725)** Operating Costs of Leased Family Housing (FH) - Domestic Leases: Includes leasing FH from private owners, and utilities and services not provided by the lessor, if separately contracted for by the government.

A4.5. Section I-5. Operations and Maintenance Costs: Add Sections I-1 thru I-4, excluding Section I-1, Line 6.

A4.6. Section I-6, Operations, Maintenance, and Repair (OMR) Threshold.

A4.6.1. Current OMR Threshold – Enter \$35,000 or the amount of the congressionally approved limit if higher than \$35,000. A limit higher than \$35,000 is obtained through the appropriate President’s Budget or out-of-cycle notification.

A4.6.2. Annual OMR Total – Add FY total for lines I-1.1 thru I-1.3.D. plus line I-3.6.

A4.7. Section I-7. Improvements (P-713): Enter the project number, project title, date obligated and costs of improvement project. Report the total cost (or prorated cost if project is for multiple units) of the awarded contract in the quarter the contract is awarded (when funds are obligated). Submit corrected report if costs change after the initial report.

A4.8. Section I-8. Furnishings History (5-Year Total). Shows annual expenditures for each FY in the 5-year period for furnishing charged against the limit. For the current FY, ensure these costs match Section I-1, Line 3.A. See **Paragraph 5.4** for discussion of furnishings limits.

A4.9. Section II-1. Project Owner (PO) Operations Cost: Used to record PO operations expenditures on the GOQ unit reported to the HMO on the PO Cost Workbook; Section 2, Operations Expenses and Section 5, Other Expenses (**Attachment 5, Paragraph 5.5**).

A4.9.1. **(Line 1)** Admin and Management – Enter all such PO costs to support the GOQ. This includes an appropriate share of administrative/overhead functions such as management office personnel salaries, supplies, equipment, custodial services, and surveys. This also includes other GOQ support services such as exclusive GOQ managers/staff.

A4.9.2. **(Line 2)** Services– Enter prorated municipal type services such as trash pickup, snow removal, and street sweeping. Fire and police/security forces services reimbursements paid to the base are excluded.

A4.9.3. **(Line 3)** Communications Equipment– Enter costs for permanently installed communications lines/equipment funded by the project. Exclude government funded/provided equipment, materials, and cables.

A4.9.4. **(Line 4)** Utilities – This section combines direct utility costs for the GOQ and a prorated share of utility costs for the common spaces. These include costs of water procured or produced for consumption and electricity procured or produced. It also includes gas, fuel oil, and coal procured (including delivery costs), sewage disposal, and base-produced utilities provided/billed to the project (minus common area). Exclude costs paid by resident from applicable billing processes.

A4.9.5. **(Line 5)** Other – Enter costs for property taxes, insurance and other cost not reported on other lines.

A4.9.6. **(Line 6)** Total – Add Section II-1. Lines 1-5.

A4.10. Section II-2, Project Owner (PO) Maintenance Cost: Used to record PO maintenance expenditures on the GOQ unit reported to the HMO on the PO Cost Workbook, Section 3, Maintenance Expenses ([Attachment 5, Paragraph 5.5](#)).

A4.10.1. **(Line 1)** Change of Occupancy (COM) – Enter M&R work and cleaning done to prepare the housing unit for new residents. Do not include appliances supplied by the Air Force. Do not include expenses paid utilizing CR&R funds.

A4.10.2. **(Line 2)** Service Orders/Work Requests - Enter M&R work that includes service call requests (emergency, urgent, routine). Do not include expenses paid utilizing CR&R funds. A4.10.3. **(Line 3)** Self Help - Enter costs of items from the PO self-help store used to make repairs or improvements. Self-help items are obtained specifically for the GOQ by the aide or family members. Do not include expenses paid utilizing CR&R funds.

A4.10.4. **(Line 4)** Maintenance and Repair. Exteriors – Do not include expenses paid utilizing CR&R funds.

A4.10.5. **(Line 5)** Force Protection, Anti-Terrorism - Do not include expenses paid utilizing CR&R funds.

A4.10.6. **(Line 6)** Grounds Maintenance - Enter costs of maintenance and report of GOQ grounds. Snow removal should be included on Section II-1, Line 2, Services.

A4.10.7. **(Line 7)** Total. Add Section II-2. Lines 1-6.

A4.11. Section II-3, Project Owner (PO) Repair Cost: Used to record PO repair expenditures on the GOQ unit reported to the HMO on the PO Cost Workbook, Section 4, Repair (CR&R) Expenses ([Attachment 5, Paragraph 5.5](#)).

A4.11.1. **(Line 1)** Maintenance and Repair with Capital Repair and Replacement (CR&R) – Enter costs for M&R work for GOQs paid from the CR&R budget. Generally, this work is necessary to fix or replace existing systems and their components nearing the end of their useful lives. Do not include appliances supplied by the Air Force. Only include expenses paid out of the CR&R budget.

A4.11.2. **(Line 2)** Exterior Maintenance and Repair with Capital Repair and Replacement (CR&R) - Enter costs for M&R work for GOQs paid from the CR&R budget. Generally, this work is necessary to fix or replace existing systems and their components nearing the end of their useful lives. Do not include appliances supplied by the Air Force. Only include expenses paid out of the CR&R budget.

A4.11.3. **(Line 3)** Maintenance Repair Damaged/Destroyed Home - Do not include costs paid by insurance proceeds. Only include expenses paid utilizing CR&R funds.

A4.11.4. **(Line 4)** Total. Add Section II-3, Lines 1-3.

A4.12. Section II-4, Project Owner (PO) Reinvestment Account Cost: Enter cost for all actions funded from the reinvestment account.

A4.13. Section II-5, Project Owner (PO) Total Costs: Add Sections II-1-4.

A4.14. Extraordinary Expenditures: See Paragraph [4.4.2](#) for discussion of extraordinary expenses. Enter any extraordinary expenses with a reference to the Section and line number that includes the expense.

Attachment 5**TABLES/WORKBOOK/FORMS/INSTRUCTIONS**

Following tables, forms, or detailed instructions are located in the AF/A4C Portal, Housing Program Group website (Document Library) at:

<https://cs1.eis.af.mil/sites/ceportal/ProgramGroups/Housing/Pages/DocumentLibrary.aspx>

5.1. TABLE - CATEGORIES, REFERENCES, COST LIMITS, AND APPROVAL AUTHORITY

5.2. TABLE - COST CATEGORIES AND 1- AND 5-YEAR LIMITS

5.3. TABLE - PROJECT OWNER COST CATEGORIES

5.4. WORKBOOK SAMPLE - PROJECT OWNER (PO) COST

5.5. FORM - QUARTERLY COST REPORT (QCR) FOR GENERAL OFFICER QUARTERS (GOQS)

5.6. INSTRUCTIONS - ENTERPRISE MILITARY HOUSING (eMH) BUSINESS RULES FOR USE OF COST TRACKING AND REPORTING